

## **MEETING NOTICE: PUBLIC WORKS COMMITTEE FOR VILLAGE OF WINNECONNE**

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**Tuesday, October 11, 2016 @ 12:30 a.m. at Municipal Building, Annex Room, to consider;**

Call to Order  
Public Participation  
Communications  
Approve Minutes from September 12, 2016 meeting  
Operations Progress:  
    Foreman's Report –Jon Behm  
    Grounds/Facilities Report – Mike Cook  
    MCO Report – Kirk Ruetten

### **Old Business**

East window repair

- Update and how to move forward
- Recommendation

Ordinance creation for Garbage and Recycling Totes – Discussion

Elementary School side walk and carriage walks proposal plus bike lanes

- Discussion
- Update

Village Storage Space

- Discussion

North 3<sup>rd</sup> Ave Right-of-Way Acquisition

- Discussion

Budget Discussion

- Well and Facility Plan – discussion on how to move forward (from above)
- WISLR mapping attached
- Maintenance and CIP discussion

### **New Business**

Driveway extending in to Right-of Way beyond Village Ordinance – 411 South 3<sup>rd</sup> St.

- Discussion
- Decision

Purchase of Roto Press and Fine Screen

- Discussion
- Decision

Phone System upgrade

- Discussion
- Recommendation

### **Set next meeting date and adjourn**

Kirk Ruetten  
Public Works Director

Pursuant to WI State Statute 985.02(1)(b); notice is hereby given that Village Board Members may also be present at this meeting for informational purposes.

## **Public Works Meeting      September 12, 2016   10:00 a.m.**

Call to Order

Chairman Hoenecke called the meeting to order at 10:03 a.m.

Members present: Beiser, Hoenecke, and Lehr.

Also present: Gerry Powell of Ruekert and Mielke; Mitch Foster, Village Administrator; Grounds and Facilities Caretaker Mike Cook.

### **Public Participation**

- None

### **Communications**

- None

### **Approve Minutes from August 4, 2016 Public Works Meeting**

MOTION by Lehr, seconded by Beiser, to approve the minutes from the August 4, 2016 Public Works meeting. Carried by voice vote.

### **Operations Progress:**

- Foreman's Report – Jon Behm – see attached
- Grounds/Facilities Report – Mike Cook – see attached
- MCO Report – Brandon Kaufman – see attached

### **Old Business**

#### **MSA Well and Facility Work Plan Update**

- See below New Business and budget discussion

DPW Kirk Ruetten present at 10:10 a.m.

Brandon Kaufman of MCO present at 10:10 a.m.

Jon Behm Public Works Foreman present at 10:13 a.m.

#### **East Window Repair**

- Presentation by Gerry Powell of Ruekert and Mielke
  - o Roof flashing
  - o Attic insulation – best practices did not seem to have been followed
  - o Roof needs to be addressed
    - Loose shingles/missing shingles
    - No venting in cupola
    - Basic flashing - if there is any at all
      - At the very least caulking should be done
    - Mold
  - o Water leaks
    - Mold
    - Plans call for Tyvek and flashing – some installed but not all – improvised

- Windows not sealed properly – no weep holes or flashing in some of the windows
- Recommend removing flat canopy
- Air space
  - Plans call for airspace between brick and barrier- but isn't one
  - Bottom weeps irrelevant because they are blocked off
  - Water drainage is key
  - Only solution is to remove the brick – a sad situation
  - Similar buildings should last 75 years . . . maybe more.
  - Possible mold issue
  - Reviewed pictures
- Held discussion on what led to the current condition of the municipal center and what can be done to fix it.

Lehr excused at 11:20 p.m.

- Update and how to move forward
- Have Mr. Powell give a brief overview at the Village board meeting. Bring four more hard copies.

#### **Ordinance creation for Garbage and Recycling Totes – Discussion**

- Jaci to put on Clerk's network
- Better marketing of getting information to residents

#### **Capacity, Management Operations, and Maintenance (CMOM) Program**

- Went well.
- Overview of State Inspection (see attached)

#### **Elementary School sidewalk and carriage walks proposal plus bike lanes**

- Discussion
- Bike path . . . some confusion. We do not have wide enough streets for bike paths . . . would have to eliminated parking on South 5<sup>th</sup> Ave – difficult. Permanent bike path on Main Street when it is to be redone. Requesting one from Meadow to South 5<sup>th</sup> Avenue.
- It appears nothing has changed at the Elementary school for drop-off.
- More to follow on Meadow Lane sidewalk – Kirk met with new Director of Facility Management for the school, Jerry Zamzow.

#### **Village Storage Space**

- Need to identify how much storage is needed. What needs to be stored.
- Jon and Mike would be able to identify those needs.

#### **North 3<sup>rd</sup> Avenue Right-of-Way Acquisitions**

- Mitch is working with attorney. Would like to acquire as much as possible.
- Hopefully 60 feet. Go for the west side.

## **New Business**

### **Driveway widening beyond Village Ordinance – 570 Twin Harbor**

- Increase asphalt driveway for boat. Over 24 foot width – 31 feet narrowed down to 30 feet at entryway. Current entrance is 29 feet. The actual curb cut is not changing.
- Any future sidewalk may be an issue.

MOTION by Beiser, seconded by Hoenecke, to approve the driveway widening at 570 Twin Harbor Drive. Carried by voice vote.

### **South 1<sup>st</sup> Street Narrowing and Parking**

- DOT proposal will reduce size of opening on South 1<sup>st</sup> Street – no cost to Village.
- Will be one-way street . . . will add five additional parking stalls.

MOTION by Beiser, seconded by Hoenecke, to approve the South 1<sup>st</sup> Street narrowing and parking as presented by the DOT. Carried by voice vote.

### **Budget Discussion**

- Well and Facility Plan – discussion to move forward
- WISLR mapping attached
- Well and Facility Plan in correlations with the WISLR mapping. Reviewed maps.
- Paser rating only goes by asphalt . . . does not take into account infrastructure below the asphalt.
- Please add paser rating next to rudimentary needs analysis.
- Correlate system maintenance with road maintenance.
- Five year projection on road maintenance.
- Maintenance and CIP discussion

### **Set next meeting date and adjourn**

- October 11<sup>th</sup> at 12:30 p.m.

MOTION by Beiser, seconded by Hoenecke, to adjourn. Carried by voice vote.

12:15 p.m.

Jacquín Stelzner  
Clerk-Treasurer



# October, 2016 Public Works Operations Report

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## Operations:

1. 85 Public Works and Zoning permits issued to date in 2016 (listing attached);
2. 116 Service Requests to date in 2016 (listing attached);
3. Public Works;
  - a. Asphalt Patching on Streets repairs completed
  - b. Final Ditch mowing for season
  - c. Repaired curbs and catch basins throughout the village
  - d. Assistance with Park Services
  - e. A new gas line and meter have been installed at the shop
  - f. Street Sweeping Program
4. Grounds/Facilities;
  - a. Still mowing every day during the week
  - b. Easements have been trimmed
  - c. October 15<sup>th</sup> all shelters will be shut down for the season
  - d. The week of October 10<sup>th</sup> tree planting will be done throughout the village
5. Water Utility (MCO):
  - a. 318 Diggers Hotline Locates to Date 2016 (listing attached)
  - b. Finish meter reading for quarter three
  - c. Investigated water loss, visual check of manholes and water testing
    - a. Immel will repair a possible water lateral leak the week of the 17<sup>th</sup>
  - d. Continue with Meter change out schedule in book #2
  - e. Brine pit at well 2 flooded due to a pipe breaking this has been repaired
    - a. Still utilizing the old pump that was submerged
    - b. Purchased an additional pump
    - c. Replaced the Sump pump
  - f. Directional flushing of the South East Quad will start the week of the 17<sup>th</sup>
  - g. The Cleaning and inspection of well#2 reservoir has been completed
6. Waste Water Treatment Plant (MCO):
  - a. Replace roto press. Quote from Sabel
  - b. Both compact plants are online due to high flows
  - c. Discontinued disinfection of the effluent
  - d. New gas line was installed to feed the plant
  - e. Discharge Piping for reuse pump cracked.
  - f. Focus on energy visit for a Phase II audit
  - g. Dehumidifier / exhaust for raw pump area meetings for pricing
  - h. GIS/maintenance software meetings

All work during this period was a combined effort of the entire Public Works Staff.

## DPW Report:

- Working with OMNNI Associates and Wis DOT, on Bridge and Main St. Project, the Village has several requirements that are needed for design considerations.
- Working on the Village Standard Specifications for Public Works Construction
- Working on the budgets for all areas of responsibility
- Reviewing storm water management plan for the school addition.

2016 Village Service Requests									
Request #	Date	Submitted	Property Address	Type of Work	Dept.	Service Request	Action Taken	Completed	Follow Up
2016-003	12/29/2015		135 Twin Harbor Drive	mailbox	streets	plow truck hit mailbox-snapped pole off	none. Must have fixed themselves	1/5/2016	
2016-004	1/4/2016		212 N 6th Ave	mailbox	streets	plow truck took out mailbox	sid tubing over existing rebar	1/5/2016	
2016-005	1/6/2016		913 Main Street	snow removal	streets	communicated to property owner about village ordinance about snow removal	communicated- check on contractor next week	1/7/2016	
2016-006	1/7/2016		520 S 2nd Ave	mailbox	streets	mailbox damaged in Dec 29th snow storm	put mail box back up	1/15/2016	
2016-007	1/11/2016		18 S 3rd St	salt alley	streets	salt alley next to Mr. Gary's Salon	put chips on alley from s 3rd to s 5th street	1/8/2016	
2016-008	1/14/2016		32 S 2nd Ave	sub pump	streets	sub pump draining onto street and freezing whole street	talked with her to explain options per village ordinance but nothing can be done till spring	1/15/2016	
2016-009	1/20/2016		30 S 1st St	broken door mailbox	streets	door broken going into the library	door closure was removed, doesn't need to be replaced	1/20/2016	
2016-010	1/26/2016		227 N 9th Ave	down tree	streets	dead tree on the end of birch on village property needs to be cut down before it does damage to my property	replaced mailbox	1/29/2016	
2016-011	1/26/2016		402 Birch St	down lines	streets	plow driven by Dave took down Charter and AT&T lines	cut broken part on village row	1/20/2016	
2016-012	1/26/2016		315 S 5th Ave	lights out	admin	light is out on the East side Winneconne sign	Mary Lou called AT&T and Charter	1/26/2016	
2016-013	1/26/2016		130 E Main St	book drop	grounds	book drop wont open for the library	changed light bulb took old one and came to hall to get match and get new one	1/28/2016	
2016-014	1/29/2016		31 S 1st Street	one way sign request	streets	requesting a "one way" sign in the library parking lot to avoid accidents	Jack thawed lock, sprayed with lubricate and it opened.	1/29/2016	
2016-015	2/4/2016		694 e Main St	mailbox	streets	snow plow vs. mailbox	fixed mail boxes 634 E main and 702 e main st	2/9/2016	
2016-016	2/8/2016		611 W Main St	snow removal	streets	remove concrete cover receptacle at 7th Street lift station	Jack snowblowed the sidewalks to all the buildings	2/9/2016	
2016-017	2/8/2016		N 7th St & Birch	remove concrete manhole cover	streets	mailbox wont open after being hit by plow	picked up with 580 put on flatbed hauled to compost	4/18/2016	
2016-018	2/10/2016		694 e Main St	mailboxes	streets	historical society needs tables put up before election	fixed door, it opens now	2/11/2016	
2016-019	2/10/2016		30 S 1st St	tables	grounds	mailbox was taken down by plow	PW guys put up tables, Mike put away and cleaned up	2/17/2016	
2016-020	2/11/2016		702 E Main St	mailbox	streets	door counter not working again	fixed	2/9/2016	
2016-021	2/17/2016		30 S 1st St	door counter	grounds	men in a wheelchair wanted to know why we didn't have a handicap parking stall out front of the village	checked unit for operation-needs batteries	2/17/2016	
2016-022	2/17/2016		30 S 1st St	handicap parking	streets	street light on bridge is out, last one on the south-east side nearest Radtke's	follow up with police and statutes. Made larger stall and painted	6/22/2016	
2016-023	2/23/2016		Main Street Bridge	street light out	streets	mailbox and neighbors knocked down by snow	put new mailbox up-Jon Behm	3/3/2016	
2016-024	3/2/2016		1108 Poppy Lane	chip branches	streets	chip branches on terrace	chipped tangled mess-Jon Behm	3/7/2016	
2016-025	3/4/2016		115 Twin Harbor Dr	plow tore up lawn	streets	plow tore up front yard	Jon and Dave flipped sod back into place	3/15/2016	
2016-026	3/10/2016		228 N 10th Ave	Compost delivery	streets	Mike Biddle would like 3 yds. of compost after Channel must be plugged, 2 cottages are in danger of flooding. Neighbor called but wouldn't leave phone number	4 Hauled 3 yds. in flat bed	4/18/2016	
2016-027	3/11/2016		802 Twin Harbor	Channel Plugged	streets	Lee Binz called, he has a sewer backup	Kirk didn't see a problem	3/16/2016	
2016-028	3/16/2016		N 7th St and Pine	Sewer Backup	MCO	John Butschil called, brown water	Roto Rotor came-found lateral leaking-home owners	3/16/2016	
2016-029	3/16/2016		200 Birch St	Brown Water	MCO		Flushed water, water cleared up, work was being done on the sewer line	3/16/2016	

2016 Village Service Requests									
Request #	Date	Submitted	Property Address	Type of Work	Dept.	Service Request	Action Taken	Completed	Follow Up
2016-032	3/16/2016		403 S 1st Ave	Cloudy water	MCO	Jeanne Lehr called, she has cloudy water	Jeff thinks its Jeanne's water heater	3/7/2016	
2016-034	3/17/2016		211 S First St	Chipping	streets	Chip brush on terrace	Dave and Andy chipped	3/22/2016	
2016-035	3/21/2016		N 6th Ave	Chipping	streets	Chip brush on terrace	Dave and Andy chipped	3/22/2016	
2016-036	3/24/2016		13 N 4th Ave	Driveway sink hole	MCO	driveway has a sink hole, would it be because of sewer lateral?	Kirk and Jeff think it has nothing to do with the sewer lateral-may do a follow up	3/25/2016	
2016-037	3/28/2016		530 Meadow Lane	mailbox	streets	mailbox was knocked over and smooched by the plow	pushed port straight-Jon Behm	3/29/2016	
2016-038	4/5/2016		222 N 8th Ave	Compost delivery	streets	3 yards of compost for Richard Krueger	delivered 3 yds. of compost to tarp next to driveway-Jon Behm	4/14/2016	
2016-039	4/7/2016		329 Prospect	gravel	streets	need gravel delivered again for ditch	Dave and Jon put 3/4" crusher at the end of driveway, if need a ditch job and culvert from Leo's driveway to prospect to fix the problem	4/8/2016	
2016-040	4/7/2016		360 Captains Court	mailbox	streets	Janine Bolke said her mail box was knocked down again and is now missing. She is a Chicago resident and her neighbors sent her a picture of when the guys knocked it down??	Put one of our temp. mail boxes next to the post, will ask Kirk how or if we are fixing this one. -Called and left message, they picked out one, we will pay for and install.	4/8/2016	
2016-041	4/12/2016		105 N 8th Ave	Chipping	streets	pine tree cut and is on terrace	chipped branches at curb side	4/14/2016	
2016-042	4/12/2016		210 N 8th Ave	Chipping	streets	branches need chipping on terrace	chipped branches at curb side	4/14/2016	
2016-043	4/18/2016		240 Twin Harbor	Chipping	streets	branches need chipping on terrace	chipped brush	4/21/2016	
2016-044	4/20/2016		300 Parkway	lights out	streets	Lake Winneconne Park, light facing the boat landing is burnt out	replaced light bulb	4/26/2016	
2016-045	4/20/2016		218 S 4th St	rocks in the right of way	police	neighbor has rocks in the right of way (road), he's afraid he might hit them in the dark	police stopped and rocks were removed	4/26/2016	
2016-046	4/26/2016		510 S 1st Ave	Chipping	streets	pat McDonalds son in law trimmed her trees and let them lay on the lawn. Mathe's lawn service put them on the terrace so they could cut her grass. Do we chip these or does Mathe need to haul them away? Call Mathe if you do not chip	Chipped	4/28/2016	
2016-047	4/27/2016		604 Birch	Chipping	streets	Chip brush on terrace, wont be ready until Thursday April 28th	Chipped	4/28/2016	
2016-048	4/27/2016		350 S 5th St	Chipping	streets	Chip brush on terrace	Chipped	4/28/2016	
2016-049	5/2/2016		400 Wolf Run	pick up-drop off	streets	Library purchased an old locker from the high school delivered blanks to envision ink	picked up lockers and delivered to Amanda's H delivered blanks to envision ink	5/4/2016	
2016-050	5/9/2016		908 E Main St	pick up-drop off	streets	Mark Kisilewski would like 2 loads of 6 yds. of wood chips-drop in driveway	loaded and delivered 2, 3 yd. loads of chips to east side of driveway	5/11/2016	
2016-051	5/10/2016		1136 Aster Lane	wood chip delivery	streets	Village Hall needs a new mailbox for the curb on S 1st St. Jaci is requesting a waterproof mailbox please	put up a box that has a handle that cocks and has a flag	5/12/2016	
2016-052	5/12/2016		30 S 1st St	mailbox	streets	Please fix pothole near 223 N 7th Ave like you did last year	put cold patch mix in hole by driveway	5/16/2016	
2016-053	5/13/2016		223 N 7th Ave	pothole	streets	Janine Bolke purchased new mailbox and wanted to know if the guys could somehow put it on the same post	Jack fixed	5/31/2016	
2016-054	5/19/2016		360 Captains Court	mailbox	streets	3 yards of chips ordered. Please put on west side on concrete driveway	delivered	5/23/2016	
2016-055	5/23/2016		800 Maple St	wood chip delivery	streets	cut tall grass	mowed and invoiced	5/24/2016	
2016-056	5/23/2016		720 Willow St	grass cutting	streets	cut tall grass	mowed and invoiced	5/24/2016	
2016-057	5/23/2016		728 Willow St	grass cutting	streets	sweep grass in street	swept grass up and invoiced	5/24/2016	
2016-058	5/23/2016		919 Elm St	grass cutting	streets	sweep grass in street	swept grass up and invoiced	5/24/2016	
2016-059	5/23/2016		N 7th St and Willow	grass cutting	streets	sweep grass in street	swept grass up and invoiced	5/24/2016	
2016-060	5/23/2016		840 N 7th St	grass cutting	streets	sweep grass in street	swept grass up and invoiced	5/24/2016	



2016 Village Service Requests									
Request #	Date	Submitted	Property Address	Type of Work	Dept.	Service Request	Action Taken	Completed	Follow Up
2016-078	6/17/2016		117 N 6th Ave	chip branches	streets	pick up brush at curb. Paul Olson stated owner called Village offices and we were "too busy" and would call back later	chipped	6/20/2016	
2016-079	6/17/2016		S 8th St	Marble Park	grounds	Marble Park Pool house locks outside bathroom doors during pool hours. Guests in park had to walk through wet floors to use bathroom. This is a fall or slip waiting to happen, reported to Mitch	Spoke to Tracy at YMCA, issue should be resolved-Mitch	6/16/2016	
2016-080	6/20/2016		W Main St	Flag	streets	American Flag is twisted and stuck on the pole near the bridge by the Other Place	fixed flag	6/27/2016	
2016-081	6/20/2016		300 Parkway Dr	Lake Winneconne Park	grounds	People who rented the Barn last weekend said that when they turned the fans on all three worked but after about an hour the middle fan stopped working. Also, there are nails sticking up on the handicap ramp. The side side west door where the ramp has high door base and they had trouble getting the wheelchair up over it. would it be possible to add a little wood right there to make it more like a ramp for the wheels?	fan comes on and off, need to order a new fan; hammered nails down and ordering a new threshold	6/24/2016	fan and threshold ordered and installed?
2016-082	6/20/2016	Melissa and Jason Herm	140 N 3rd Ave	Gravel	streets	East edge of our property (village property?) grass was dug up and replaced with gravel a couple of weeks ago. 1) if there was a notice of this, we were not aware 2) the workers dug up our invisible dog fence. They left the pile of wiring there, but in the end it will now need to be reinstalled. All that I ask is someone ensure communication of this nature goes out in the future so others can prepare-Jason Harmon	Per Kirk- returned call 7/6/2016	7/6/2016	
2016-083	6/22/2016	Richard Stanke	Memorial Drive Cemetery	headstone	grounds	Richard Stanke's wife's headstone was hit by a lawnmower and moved. He had a picture on his phone. He understands that we have college kids mowing but wants to know who is responsible for fixing the headstone-please call him- 920-836-2662	called Twin City Monuments they came and fixed it	6/24/2016	
2016-084	6/28/2016	Richard Stanke	Memorial Drive Cemetery	headstone	grounds	We fixed this headstone last week and now the decorations have been run over	Mr. Stanke brought information so Mary Lou could order new items - items are in	7/1/2016	follow up
2016-085	6/28/2016	Roger Giddings	Marble Park	volleyball courts	grounds	please rake volleyball courts for Sov. State	Tiled both volleyball courts	7/1/2016	
2016-086	6/29/2016		255 N. 6th Ave.	chip	streets	chip brush on terrace	chipped - wasn't stacked well	6/30/2016	
2016-087	6/30/2016	Darin Markert	Calypso Drive	cut weeds	grounds	cut tall grass and weeds on berm behind houses near the Industrial Park	borrowed ditch mower from Mr. Nelson and then PW ditch mower helped cut berm	8/9/2016	
2016-088	7/5/2016		634 Twin Harbor Dr.	chip	streets	chip branches on curb	chipped	7/12/2016	
2016-089	7/6/2016		Lake Winneconne Park	dock footings	grounds	launch has old dock footings sticking up	Called Radtke's and they said they will look into it	7/5/2016	follow up
2016-090	7/8/2016		Lake Winneconne Park	dock footings	grounds	launch has old dock footings sticking up	called Radtke's again and they said they will look into it	7/10/2016	follow up
2016-091	7/13/2016	Elizabeth Youmans	408 N 7th St.	chip	streets	chip branches on terrace	chipped brush	07/14/2016	







016-043	6/15/2016	PW	Driveway	Carrano	Kevin Kellogg	517 N. 7th St.	25.00
016-044	6/24/2016	Admin	Zoning Deck	Tricia Trilling	One Handy Man, LLC - Ted Kreuzer	207 N. 9th Ave.	0.00
016-045	6/29/2016	Admin	Fence	Bre Krueger	Go Fetch	140 N. 13th Ave.	30.00
016-046	7/6/2016	Admin	zoning	Bre Krueger	Go Fetch	140 N. 13th Ave.	250.00
016-047	7/6/2016	Admin	conditional use	Bre Krueger	Go Fetch	140 N. 13th Ave.	waived
016-048	7/11/2016	PW	ROW		Alliant Energy- Bea Rodencal	233 S. 3rd Ave.	Bill Alliant
016-049	7/11/2016	PW	ROW		Alliant Energy - Bea Rodencal	229 N. 8th Ave.	Bill Alliant
016-050	7/14/2016	PW	Event	Chamber - Doug Nelson	Circus	Lake Winneconne Park	0.00
016-051	7/15/2016	Admin	Fence	Ken Tritt/Tricia Trilling		207 N. 9th Ave.	30.00
016-052	7/19/2016	Admin	Zoning	Eric Hoffman	Omro Building Center	1108 Aster Lane	0.00
016-053	7/19/2016	PW	ROW	Eric Hoffman	Omro Building Center	1108 Aster Lane	25.00
016-054	7/21/2016	Admin	Sign	Kaite Scholz	Huntington National Bank	124 W. Main St.	104.00
016-055	7/21/2016	Admin	Sign	Katie Scholz	Huntington National Bank	124 W. Main St.	82.60
016-056	7/21/2016	Admin	Sign	Katie Scholz	Huntington National Bank	124 W. Main St.	50.00
016-057	7/22/2016	Admin	Zone- shed	Amanda Goland	or Deb Bartlet	201 E. Main St.	0.00
016-058	7/26/2016	Admin	Zone	Dr. Marsh	Brian Bodah - Eagle Electric	523 E Main St.	0.00
016-059	7/26/2016	Admin	Sign	Dr. Marsh	Brian Bodah - Eagle Electric	523 E Main St.	75.00
016-060	7/27/2016	Admin	Zone - deck	Lisa Lautenschlager	homeowner	403 Meadow St.	0.00
016-061	7/28/2016	Admin	Sign	Wendy Wilke	Frugal Fashions	100 W. Main St.	71.60
016-062	7/29/2016	PW	ROW	Mark Anderson	homeowner	221 N 11th Ave	25.00 CC
016-063	8/1/2016	PW	ROW		Alliant Energy - Matt Schmitz	235 N. 6th St.	Bill Alliant
016-064	8/2/2016	Admin	Sign	Ken Schenkenberrger	Covanta	210 Tower Road	50.80
016-065	8/4/2016	PW	ROW		Alliant Energy - Adam Krohn	202 S. 4th St.	Bill Alliant
016-066	8/4/2016	PW	ROW		Alliant Energy - Adam Krohn	5th St. and Grant St.	Bill Alliant
016-067	8/9/2016	admin	conditional use	Joe Gemmell	homeowner	419 N 6th St./PO BOX 401	250.00
016-068	8/15/2016	PW	ROW		Alliant Energy - Adam Krohn	118 N. 2nd St.	Bill Alliant
016-069	8/16/2016	Admin	Fence	Steven Fries	homeowner	515 Elm St.	30.00
016-070	8/23/2016	Admin	Fence	Jason Last	The Landings Captain's Court	S. 5th Ave.	30.00
016-071	8/24/2016	Admin	Zone-new house	Verkeilen	Legacy Builders - Scott Oberstadt	270 Sunset Lane	0.00
016-072	8/24/2016	PW	ROW		Legacy Builders - Scott Oberstadt	270 Sunset Lane	not paid
016-073	8/25/2016	PW	ROW-Wells	Brooks	Metco - Eric Dahl	21 E. Main St.	25.00
016-074	8/31/2016	PW	ROW	Spano	RK Enterprises - Chad Buchholz	414 E. Main St.	25.00
016-075	9/1/2016	Admin	Sign	First National Bank	Appleton Sign Co.	908 E Main St.	117.40
016-076	9/6/2016	PW	ROW driveway	Tom Bunck	homeowner	570 Twin Harbor Dr.	25.00
016-077	9/7/2016	Admin	Zoning	Bill Grau	homeowner	1000 Calypso Dr.	0.00
016-078	9/12/2016	Admin	conditional use	Mark Schuchardt	homeowner	100 Wolf Run	250.00 VOID
016-079	9/16/2016	PW	ROW driveway	Karen Tlachac	homeowner	521 Division St.	25.00
016-080	9/19/2016	PW	ROW		Evolution - Jeff Koenz	145-175 Washington St.	25.00
016-081	9/19/2016	Admin	CSM	Greenville Enterprises	Martenson& Eisele Inc.	13th Ave and E. Main St.	100.00
016-082	9/22/2016	PW	ROW driveway	Terry Ellis	homeowner	311 S. 5th St.	25.00
016-083	9/26/2016	PW	ROW driveway	Megan Wilson	homeowner	205 N 7th Ave	25.00
016-084	9/26/2016	PW	ROW gas		Alliant Energy - Corey	300 Washington St.	Bill Alliant
016-085	10/3/2016	PW	ROW driveway	Lynda Angell	homeowner	411 S. 3rd St.	25.00



Diggers Hotline Notices - 2016						
	Ticket #	Start Date	Name of Caller	Name of Company	Location	Type of Work
1	20160201292	1/7/2016	Ronna Clausen	ACT Signs LLC	354 S. 5th St.	sign/post installation
2	20160202466	1/8/2016	Ronna Clausen	ACT Signs LLC	100 Tower Road	sign/post installation
3	20160302355	1/20/2016	Bea Rodencal	Alliant Energy	35 S. 3rd St.	replace a pole
4	20160400713	1/22/2016	James Stuebs	Henkels & McCoy	Meadow btween 5th and 7th Ave.	replacing O/H transmission structures
5	20160502537	2/1/2016	Ralond La Fond	Evolution Communications	160 Captains Ct.	repairing a CATV line
6	20160602341	2/8/2016	Ronna Clausen	ACT Signs LLC	534 Adams St.	sign/post installation
7	20160901793	2/26/2016	Andy Kettleson	ACT Signs LLC	504 E. Main St.	sign/post installation
8	20161001651	3/4/2016	Bea Rodencal	Alliant Energy	507 S. 1st St.	install a riser support post
9	20161105957	3/14/2016	Ronna Clausen	ACT Signs LLC	306 S. 2nd Ave.	sign/post installation
10	20161107851	3/15/2016	Gerome Nowak	Ellis Fence Company	740 Spruce St.	putting in some water proofing along the foundation
11	20161108574	3/16/2016	Brett Ellis	Alliant Energy	281 Green Wing Drive	installing fence
12	20161201587	3/7/2016	Bea Rodencal	Alliant Energy	S. 3rd St. and Taylor St.	install a gas main marker
13	20161203790	3/18/2016	Bea Rodencal	Alliant Energy	1084 Grant St.	gas service mnt work
14	20161211703	3/23/2016	Ronna Clausen	ACT Signs LLC	1119 Poppy Lane	sign/post installation
15	20161303884	3/28/2016	Bobbie Dake	West Shore Group	200 Captains Ct.	bury CATV drop
16	20161303888	3/28/2016	Bobbie Dake	West Shore Group	160 Captains Ct.	bury CATV drop
17	20161303895	3/28/2016	Bobbie Dake	West Shore Group	118 N. 8th Ave.	bury CATV drop
18	20161303912	3/28/2016	Bobbie Dake	West Shore Group	206 N. 7th Ave.	bury CATV drop
19	20161306874	3/29/2016	Ronna Clausen	ACT Signs LLC	6 Admirals Way	sign/post installation
20	20161307054	3/29/2016	Neil Michaelson	WI DOT	W. Main St. and S. 1st St.	soil borings
21	20161307097	3/29/2016	Neil Michaelson	WI DOT	W. Main St. and S. 1st St.	soil borings
22	20161307130	3/29/2016	Neil Michaelson	WI DOT	E. Main St. and N. 1st Ave.	soil borings
23	20161307158	3/29/2016	Neil Michaelson	WI DOT	N. 1st Ave. and E. Main St.	soil borings
24	20161307720	3/30/2016	Lincoln Foster	Homeowner	25 S. 2nd Ave.	stump removal
25	20161307951	3/30/2016	Bea Rodencal	Alliant Energy	34 S. 4th St.	replace a gas service
26	20161307957	3/30/2016	Bea Rodencal	Alliant Energy	607 N. 7th St.	replace a gas service
27	20161400247	3/28/2016	Kirk Ruettten	Village of Winneconne	Grant St. and S. 1st Street	repairing a watermain break
28	20161400399	3/31/2016	Bill Boening	Homeowner	332 Division St.	placing a driveway
29	20161404067	4/8/2016	Mark Anderson	Homeowner	221 N. 11th Ave.	planning for deck removal and landscaping
30	20161406881	4/4/2016	Kayla Kallas	Kascade Plumbing	200 Birch St.	repairing sewer lateral
31	20161414748	4/4/2016	Kayla Kallas	Kascade Plumbing	110 Washington St.	repairing water leak
32	20161504559	4/8/2016	Bobbie Dake	West Shore Group	910 Maple Sdtd.	bury CATV drop
33	20161509634	4/11/2016	Jessica Weinhart	Sure-Dry Basement Systems	710 Oak St.	foundation repair
34	20161510144	4/12/2016	Jesse Gross	homeowner	210 S. 4th St.	installing a fence
35	20161511513	4/8/2016	Bea Rodencal	Alliant Energy	34 S. 4th St.	replace a gas service
36	20161511531	4/8/2016	Bea Rodencal	Alliant Energy	607 N. 7th St.	replace a gas service
37	20161513263	4/13/2016	Andy Kettleson	ACT Signs LLC	1116 Poppy Lane	sign/post installation
38	20161604242	4/14/2016	Bobbie Dake	West Shore Group	17 S. 5th St.	bury CATV drop
39	20161604366	4/14/2016	Colleen Kutchin	Homeowner	409 S. 1st St.	tree planting
40	20161606623	4/12/2016	Kayla Kallas	Kascade Plumbing	200 Birch St.	repair sewer lateral
41	20161609090	4/18/2016	Chris Edwards	Homeowner	310 S. 3rd St.	building addition
42	20161611960	4/18/2016	David Norton	Homeowner	204 N. 10th Ave	installing posts
43	20161614682	4/19/2016	Amanda Ankerson	American Fence	100 Wolf Run	fence installation
44	20161618378	4/20/2016	Jon Behm	Village of Winneconne	S Main St. and N 7th St.	waterline installation
45	20161618355	4/18/2016	Bea Rodencal	Alliant Energy	34 S. 4th St.	replace a gas service
46	20161621342	4/20/2016	Dan Cable	Homeowner	240 Lincoln	tree planting
47	20161621477	4/21/2016	Andy Kettleson	ACT Signs LLC	302 Riverview Dr.	sign/post installation
48	20161703823	4/21/2016	Bobbie Dake	West Shore Group	319 S. 2nd St.	bury CATV drop
49	20161704166	4/21/2018	Dawn Houle	Homeowner	1105 Twin Harbor Dr.	fencing in pool
50	20161706682	4/22/2016	Dave Ihrig	Village of Winneconne	110 Harbor Pointe Ct.	repairing a curb stop
51	20161713310	4/25/2016	Ben Meyer	Homeowner	914 Oak St.	install a gravel driveway
52	20161715340	4/25/2016	Bobbie Dake	West Shore Group	419 S. 1st St	bury CATV drop

53	20161717411	4/26/2016	Bea Rodencal	Alliant Energy	834 Twin Harbor Dr 419 S. 1st St.	replace gas service
54	20161717766	4/26/2016	Debrahn Ruedinger	Homeowner	1105 Twin Harbor Dr.	bury CATV drop
55	20161718812	4/21/2016	Dawn Houle	Homeowner	129 N 6th Ave.	fencing in a pool
56	20161720895	4/27/2016	Kayla Torari	Homeowner	904 E. Main St.	installing a deck
57	20161720910	4/27/2016	Phillip Ertmer	KWIK shade tree service	118 S. 3rd Ave	digging for a tree
58	20161720844	4/27/2016	Justin Petrack	Homeowner	218 N. 7th Ave.	roto tilling
59	20161802036	4/28/2016	Kristi Schmidt	Homeowner	611 N. 7th St.	landscaping
60	20161804875	4/28/2016	Gwen Bomann	Valley by Owner	Water Front Park	sign/post installation
61	20161805430	4/29/2016	Rosemarie Ott	Homeowner	217 N. 11th Ave.	installing for sale sign
62	20161817312	5/3/2016	Jeff Rahmer	Homeowner	820 Riverview Dr.	installing banner stakes
63	20161817416	5/3/2016	Karl Pelletier	Homeowner	218 N. 11th Ave.	installing a patio
64	20161820960	5/4/2016	Martin Brethouwer	Homeowner	221 N. 11th Ave.	batting cage
65	20161821715	5/4/2016	Heather Anderson	Homeowner	N 9th Ave and Wolf Run	installing a pole for basketball hoop
66	20161821841	5/4/2016	Lee Bertram	Point of Beginning	611 W. Main St.	installing an addition to the home
67	20161818656	5/3/2016	Don Buza	Historical Society	527 Birch St.	survey work
68	20161900275	5/5/2016	Mary Lou Schroeder	homeowner	26 N. 4th St.	landscaping
69	20161900283	5/5/2016	Chris Gehrke	homeowner	408 S. 1st St.	landscaping
70	20161900345	5/11/2016	Ryan Miller	homeowner	218 E. Main St.	dig in an electric line
71	20161901195	5/5/2016	Dave Schumann	Homeowner	117 N 6th Ave	move a sign post
72	20161903238	5/5/2016	Marlene Papendorf	Leaders Law Office	1009 Twin Harbor Dr.	landscaping
73	20161903693	5/10/2016	Linda Geffers	Homeowner	221 N. 11th Ave	landscaping
74	20161907274	5/6/2016	Brian Arpke	Homeowner	1128 Poppy Lane	relocate UG electric cable
75	20161910010	5/6/2016	Bea Rodencal	Alliant Energy	210 Tower Road	installing pad and a fire pit
76	20161913723	5/9/2016	Jaimie Schmitt	Homeowner	Grant St. and Ingersoll Road	removing sod
77	20161916417	5/10/2016	Steve Sternard	Chief Liquid Waste Inc.	Cleveland St. and S 6th St.	installing sign posts
78	20161917047	5/10/2016	Jon Behm	Village of Winneconne	W. Main St. and N. 7th St.	installing sign posts
79	20161917103	5/10/2016	Jon Behm	Village of Winneconne	395 Sunset Lane	installing sign posts
80	20161917150	5/10/2016	Sharon Wood	Zillges Materials	509 Adams St.	landscaping
81	20161918369	5/10/2016	Shawn Henke	homeowner	408 S. 3rd St.	excavating a sewer line
82	20161920252	5/10/2016	Tony Leichfuss	Homeowner	403 S. 1st Ave	stump grinding
83	20162003496	5/9/2016	Heather Ganske	Thones Utility Construction	1147 Barbary Ln.	bury drop for AT&T
84	20162004019	5/9/2016	Heather Ganske	Thones Utility Construction	409 S. 1st St.	bury drop for AT&T
85	20162004113	5/9/2016	Dennis Jahnke	Stuarts Landscaping	1108 Poppy Lane	plant one tree
86	20162004255	5/9/2016	Justin Bolwerk	Homeowner	1115 Mistletoe Lane	planting trees
87	20162005170	5/9/2016	Adam Bunck	Homeowner	327 S. 3rd St.	tree planting
88	20162005529	5/9/2016	April Flanigan	Homeowner	417 S 3rd St.	putting in a mailbox
89	20162011511	5/16/2016	Andy Kettleson	ACT Signs LLC	24 N 3rd St	sign/post installation
90	20162017241	5/17/2016	Andy Kettleson	ACT Signs LLC	25 Windustrial Road	sign/post installation
91	20162017494	5/17/2016	Greg Zolkowski	Radtke Contractors	W. Main St. and S. 1st St.	digging test holes
92	20162023346	5/18/2016	Neil Michaelson	WI DOT	E. Main St. and N. 1st Ave.	soil borings
93	20162106587	5/20/2016	Neil Michaelson	WI DOT	W. Main St. and S. 1st St.	soil borings
94	20162106638	5/20/2016	Neil Michaelson	WI DOT	804 Willow St.	soil borings
95	20162106671	5/20/2016	Ronna Clausen	ACT Signs LLC	1105 Twin Harbor Dr.	sign/post installation
96	20162115795	5/23/2016	Dawn Houle	Homeowner	1123 Mistletoe Lane	pool and fence installation
97	20162121568	5/25/2016	Nathan Edlebeck	Homeowner	395 Sunset Lane	installing a clothesline pole
98	20162123443	5/25/2016	Bobbie Dake	West Shore Group	101 S. 2nd Ave.	bury CATV drop
99	20162123657	5/25/2016	Patricia Yehle	Homeowner	124 Jefferson St.	planting plants
100	20162124343	5/26/2016	Barbara Roberts	Homeowner	701 Old Orchard Road	planting bushes
101	20162204681	5/26/2016	Bobbie Dake	West Shore Group	209 N. 7th Ave.	bury CATV drop
102	20162204757	5/26/2016	Martin Brethouwer	Homeowner	820 Riverview Dr.	garden expansion
103	20162204821	5/26/2016	Bea Rodencal	Homeowner	221 N. 11th Ave.	fence installation
104	20162208616	5/27/2016	Andy Kettleson	Alliant Energy	752 Willow St.	relocate UG electric cable
105	20162209769	5/27/2016	Andy Kettleson	ACT Signs LLC		sign/post installation
106	20162217999	6/1/2016	Andy Kettleson	ACT Signs LLC		

107	20162220062	6/6/2016	Steve Prosek	Homeowner	528 Elm St.	mailbox installation
108	20162302876	6/3/2016	David Freimuth	Eden Irrigation LLC	395 Sunset Lane	installing irrigation system
109	20162307510	6/6/2016	Heather Ganske	Thones Utility Construction	218 N. 8th Ave.	bury drop for AT&T
110	20162308299	6/6/2016	Heather Ganske	Thones Utility Construction	740 Spruce St.	bury drop for AT&T
111	20162308865	6/6/2016	Andy Kettleson	ACT Signs LLC	1148 Calypso	sign/post installation
112	20162310494	6/6/2016	Nikki Burmeister	Warning Lites of Appleton	WI 116 and Grant St.	sign/post installation in ROW
113	20162310521	6/6/2016	Nikki Burmeister	Warning Lites of Appleton	WI 116 and Grant St.	sign/post installation in ROW
114	20162312114	6/7/2016	Bobbie Dake	West Shore Group	1056 Calypso	bury CATV drop
115	20162317684	6/9/2016	Greg Zolkowski	Radtko Contractors	400 N 9th Ave.	drain tile installation
116	20162400328	6/9/2016	Halley Roth	Homeowner	218 S 3rd St.	burying gas/waterline
117	20162403113	6/6/2016	Kirk Ruettgen	Village of Winneconne	220 N 9th Ave.	repairing break water line
118	20162408508	6/10/2016	Bobbie Dake	West Shore Group	395 Sunset Lane	bury CATV drop
119	20162409038	6/10/2016	Heather Ganske	Thones Utility Construction	417 Parkway Dr.	bury drop for AT&T
120	20162409797	6/10/2016	Bobbie Dake	West Shore Group	220 Twin Harbor Dr.	bury CATV drop
121	20162416542	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	Grant St. and Hwy 116	sign/post installation in ROW
122	20162416101	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	N. 9th St. and W. Main St.	sign/post installation in ROW
123	20162416145	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	W. Main St. and N. 9th St.	sign/post installation in ROW
124	20162416186	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	W. Main St. and N. 6th St.	sign/post installation in ROW
125	20162416205	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	W. Main St. and N. 5th St.	sign/post installation in ROW
126	20162416212	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	W. Main St. and N. 4th St.	sign/post installation in ROW
127	20162416717	6/14/2016	Jack Dodd	Village of Winneconne	S. 5th Ave. and Memorial Dr.	road construction
128	20162416227	6/14/2016	Nikki Burmeister	Warning Lites of Appleton	W. Main St. and N. 9th St.	sign/post installation in ROW
129	20162416794	6/14/2016	Jack Dodd	Village of Winneconne	Green Wing Dr. and S. 5th Ave.	road construction
130	20162417027	6/14/2016	Kevin Kellogg	homeowner	517 N. 7th St.	installing a driveway and adding gravel and dirt
131	20162417649	6/14/2016	Jeanne Lehr	Winneconne Market Days	E. Main St. and N. 13th Ave.	sign installation
132	20162417673	6/14/2016	Jeanne Lehr	Winneconne Market Days	33 S. 1st St.	sign installation
133	20162420038	6/15/2016	Brady Bennett	Trees by Brady	400 N. 9th Ave.	tree planting
134	20162124195	6/15/2016	Ronna Clausen	ACT Signs LLC	215 N. 10th Ave.	sign/post installation
135	20162421808	6/15/2016	Keith Johnson	Homeowner	310 N. 7th St.	tree planting
136	20162421943	6/14/2016	Dustin Schroeder	Mr. Rooter Plumbing	509 Adams St.	repairing drain line
137	20162503818	6/16/2016	Debbie Hurley	West Shore Group	534 Old Orchard Rd	bury CATV drop
138	20162507049	6/17/2016	Jerry Zamzow	Winneconne Schools	711 N. 7th St	bury CATV drop
139	20162506922	6/17/2016	Justin Bornemann	Homeowner	235 S 3rd Ave	digging up a broken sub pump line
140	20162507324	6/17/2016	John Zitzner	Homeowner	1136 Poppy Ln	tilling/gardening/fire pit installation
141	20162508765	6/17/2016	Jeff Koenigs	Evolution Communications	404 Lincoln St	planting bushes/ installing pipes for webbing
142	20162509038	6/17/2016	James McConnell	Security Fence & Supply Co	Meadow Ln	installing fiber cable conduit for mainline cable
143	20162510346	6/21/2016	Mark Marotz	Evolution Communications	1116 Poppy Lane	building a shed/planting trees
144	20162514480	6/22/2016	Jeff Koenig	Evolution Communications	1105 Twin Harbor Dr.	fence installation
145	20162514506	6/22/2016	Jeff Koenig	Evolution Communications	Grant St	cable TV install
146	20162514506	6/22/2016	Jeff Koenig	Evolution Communications	212 N 8th Ave	cable TV install
147	20162515020	6/22/2016	Jann Berglund	Homeowner	212 N 8th Ave	landscaping
148	20162516230	6/22/2016	Jon Behm	Village of Winneconne	440 Sunset Ln	ditch clearing
149	20162517487	6/22/2016	Lisa Jacob	West Shore Group	Twin Harbor Dr	bury CATV drop-driveaway bore
150	20162517533	6/22/2016	Jeff Koenigs	Evolution Communications	1114 Twin Harbor Dr	replacing cable TV line
151	20162517742	6/23/2016	Brady Bennett	Trees By Brady	1056 Calypso Dr	tree transplanting
152	20162519364	6/23/2016	Debbie Hurley	West Shore Group	1116 Poppy Lane	bury CATV Drop
153	20162520145	6/23/2016	James Garvey	Murphy Concrete	203 S 2nd Ave	corrected address from 201655197743
154	20162520399	6/23/2016	James Garvey	Murphy Concrete	175 Twin Harbor Dr.	removing stumps
155	20162520457	6/23/2016	Marty Paulick	Wood Wonders	116 and Grant St.	replacing guard rail
156	20162520772	6/23/2016	Jeanene Schmidt	Homeowner	910 E. Main St.	tent installation
157	20162605618	6/24/2016	Lynette Bastain	DBL-D Landscape	1155 Barbary Lane	running a power line
158	20162609535	6/27/2016	Todd Hereford	Homeowner	9th St. and W. Main St. ?	installing road signs
159	20162611664	6/27/2016	Todd Hereford	Homeowner	525 S. 1st St.	landscaping

60	20162613060	6/27/2016	Lisa Jacob	West Shore Group	203 S. 2nd Ave.	bury CATV drop
61	20162613338	6/27/2016	Selene Finch	Homeowner	27 Taylor St.	survey for home sale
62	201626133513	6/28/2016	James Richter	Homeowner	418 Birch St.	tree removal and planting
63	20162700226	6/30/2016	Heather Ganske	Thones Utility Construction	24 N. 3rd St.	bury drop for AT&T
64	20162702696	6/27/2016	Kirk Ruetten	Village of Winneconne	Division St. & N 6th St.	watermain break repair
65	20162704305	6/30/2016	Bobbie Duke	West Shore Group	133 S. 2nd Ave.	bury CATV drop
66	20162704819	6/30/2016	Tricia Trilling	(Ken Tritt)	207 N. 9th Ave.	removing berm and removing deck and installing fence
67	20162706761	7/1/2016	Andy Kettleson	ACT Signs LLC	1115 Barbary Lane	sign/post installation
68	20162708091	7/1/2016	Andy Kettleson	ACT Signs LLC	212 N. 7th Ave.	sign/post installation
69	20162709654	7/5/2016	Jeff Koenig	Evolution Communications	212 N. 8th Ave	cable TV install
70	20162709658	7/5/2016	Jeff Koenig	Evolution Communications	Grant St. and Calypso Dr.	cable TV install
71	20162709661	7/5/2016	Jeff Koenig	Evolution Communications	1056 Calypso Dr.	replacing cable TV line
72	20162712646	7/5/2016	Amanda Baranczyk	Homeowner	118 N. 4th St.	fence installation
73	20162714520	7/6/2016	Bobbie Duke	West Shore Group	510 S 3rd St	bury CATV drop
74	20162714590	7/6/2016	Bea Rodencal	Alliant Energy	233 S 3rd Ave	replace gas service riser pipe
75	20162716512	7/6/2016	Bobbie Duke	West Shore Group	804 Willow St.	bury CATV drop
76	20162714590	7/7/2016	Bobbie Duke	West Shore Group	11 N 6th Ave	bury CATV drop
77	20162800244	7/8/2016	Lanette Pomplun	Marty Blue Sky Nursery	603 Twin Harbor	landscaping
78	20162800844	7/8/2016	Bea Rodencal	Alliant Energy	229 N. 8th Ave.	retire a gas service tap
79	20162802691	7/8/2016	Pat Bray	PSI	100 Wolf Run	soil borings
80	20162802989	7/8/2016	Pat Cadigan	Tri-County Paving	S. 5th Ave. and Memorial Dr.	road construction
81	20162803005	7/8/2016	Pat Cadigan	Tri-County Paving	Green Wing and S. 5th Ave.	road resurfacing
82	20162804477	7/8/2016	Bobbie Duke	West Shore Group	525 S. 1st St.	bury CATV drop
83	20162804714	7/8/2016	Cassandra Running	Homeowner	911 Elm St.	putting in a flagpole
84	20162814863	7/13/2016	Andy Kettleson	ACT Signs LLC	1032 Calypso Dr.	sign/post installation
85	20162815030	7/13/2016	Ronna Clausen	ACT Signs LLC	1032 Calypso Dr.	sign/post installation
86	20162815363	7/13/2016	Bobbie Duke	West Shore Group	215 N 7th St.	bury CATV drop
87	20162815924	7/18/2016	Tracy Siehr	Subsurface Exploration Services	W. Main St. and N. 1st St.	soil borings
88	20162902011	7/14/2016	Holly Selwitschka	Village of Winneconne	Marble Park	Sovereign State Day events
89	20162902693	7/14/2016	Amanda Ankerson	American Fence	175 Twin Harbor Dr.	fence installation
90	20162902935	7/14/2016	Bobbie Duke	West Shore Group	730 Main St.	bury CATV drop
91	20162904506	7/14/2016	Shelli Tooke	Zillges Materials	1108 Aster Lane	new home construction
92	20162904548	7/14/2016	Shelli Tooke	Zillges Materials	1112 Aster Lane	new home construction
93	20162912584	7/18/2016	Jon Behm	Village of Winneconne	N 5th St. and Birch St.	watermain repairs
94	20162913687	7/19/2016	Brett Ellis	Ellis Fence Company	207 N 9th Ave.	installing a fence
95	20162915196	7/19/2016	Colleen Kutchin	Homeowner	409 S 1st St.	tree planting
96	20162917308	7/18/2016	Jeff Koenig	Evolution Communications	212 N 8th Ave	cable tv install
97	20162917311	7/15/2016	Jeff Koenig	Evolution Communications	1056 Calypso	replacing cable tv line
98	20162917314	7/15/2016	Jeff Koenig	Evolution Communications	Grant St	cable TV install
99	20162916257	7/19/2016	Josh Wade	Arbor Green Inc.	W. Main St. and N. 9th St.	guardrail installation
100	20163004673	7/21/2016	Aaron Ness	DBL-D Landscape	103 N. 3rd St.	bury electric service
101	20163008859	7/20/2016	Lynette Bastian	Winnebago County Highway	WI 115 & Whispering Way	installing road signs
102	20163012868	7/25/2016	Bill Demier	Great Escapes Landscaping	Grant St. and WI 116	culvert installation
103	20163013548	7/26/2016	Chad Huss	Zillges Materials	1056 Calypso Dr.	landscaping
104	20163016937	7/22/2016	Shelli Tooke	Homeowner	1108 Aster Lane	new home construction
105	20163019448	7/28/2016	Cheryl Kempf	Village of Winneconne	334 Cleveland St.	rototilling and gardening
106	20163101689	7/28/2016	Jon Behm	Village of Winneconne	S 3rd St. and Taylor St.	guardrail installation
107	20163101720	7/28/2016	Jon Behm	Village of Winneconne	N. 6th St. and Elm St.	guardrail installation
108	20163101761	7/28/2016	Lisa Lauthenschlager	Homeowner	403 Meadow Lane	building a deck
109	20163101745	7/28/2016	Jon Behm	Village of Winneconne	Oak St. and N. 9th St.	guardrail installation
110	20163101768	7/28/2016	Jon Behm	Village of Winneconne	N. 6th St. and Elm St.	guardrail installation
111	20163102266	7/28/2016	Pat Bray	PSI	100 Wolf Run	soil borings
112	20163104001	7/28/2016	Bobbie Duke	West Shore Group	202 N. 10th Ave.	bury CATV drop
113	20163104655	7/29/2016	Mark Anderson	homeowner	221 N. 11th Ave.	water drain/line installation

20161404067	4/8/2016	Mark Anderson	homeowner	221 N. 11th Ave.	deck removal and landscaping (transmit date 7/26/16)
20163106509	7/29/2016	Jim Griese	homeowner	1143 Barbary Lane	removing concrete posts and pad
20163106878	7/29/2016	Jay Olson	contractor	802 Twin Harbor Dr.	building a new deck
20163109472	8/1/2016	Jeff Koenigs	Evolution Communications	Grant St. & Calypso Dr.	cable TV install
20163109481	8/1/2016	Jeff Koenigs	Evolution Communications	1056 Calypso Dr.	replacing cable TV line
20163117888	8/3/2016	Ronna Clausen	ACT Signs LLC	1108 Aster Ln	Sign/Post Installation
20163117957	8/3/2016	Jon Behm	Village of Winneconne	Winneconne Village	Row Sign Installation
20163117984	8/3/2016	Jon Behm	Village of Winneconne	Winneconne Village	Row Sign Installation
20163118001	8/3/2016	Jon Behm	Village of Winneconne	S5th Ave	Row Sign Installation
20163118029	8/3/2016	Jon Behm	Village of Winneconne	Meadow Ln	Row Sign Installation
20163118047	8/3/2016	Jon Behm	Village of Winneconne	S 3rd Ave	Row Sign Installation
20163118060	8/3/2016	Jon Behm	Village of Winneconne	N 13th Ave	Row Sign Installation
20163118072	8/3/2016	Jon Behm	Village of Winneconne	N 8th Ave	Row Sign Installation
20163118081	8/3/2016	Jon Behm	Village of Winneconne	Ingersoll Rd	Row Sign Installation
20163118101	8/3/2016	Jon Behm	Village of Winneconne	N 1st St	Row Sign Installation
20163118114	8/3/2016	Jon Behm	Village of Winneconne	N 3rd Ave	Row Sign Installation
20163118144	8/3/2016	Kirk Ruetten	Village of Winneconne	Washington St	Repairing Water Main Break
20163118464	8/3/2016	Kirk Ruetten	Village of Winneconne	300 Washington St.	Repairing Water Main Break
20163118636	7/29/2016	Kirk Ruetten	Village of Winneconne	325 E Main St.	Installing a new sign
20163201329	8/4/2016	Dave Schumann	Schumann Construction	300 Washington St.	Repairing Water Main Break
20163203432	8/4/2016	Troy Immel	Robert J Immell Excavating	100 Tower Road	grading, parking lot construction
20163205720	8/5/2016	Rick Van Handel	Tom VanHandel Corp.	S. 2nd St. and Adams St.	installing sign posts
20163206052	8/5/2016	Jon Behm	Village of Winneconne	30 S. 1st St.	installing sign posts
20163206067	8/5/2016	Jon Behm	Village of Winneconne	1020 Calypso Dr.	bury drop for AT&T
20163208228	8/5/2016	Heather Ganske	Thones Utility Construction	100 Wolf run	fence installation
20163210896	8/8/2016	Jeff Kaiser	American Fence Co.	332 Jefferson St.	tree planting
20163211659	8/8/2016	Mandle Weideman	Homeowner	Grant St. and S. 5th St.	replace a pole and an anchor
20163214650	8/5/2016	Bea Rodencal	Alliant Energy	235 N 6th St and Birch	replace a gas service
20163217537	8/11/2016	Bea Rodencal	Alliant Energy	Cleveland St and S 4th St	replace a gas service
20163217489	8/11/2016	Bea Rodencal	Alliant Energy	202 S 4th St and Cleveland St	replace a gas service
20163217520	8/11/2016	Bea Rodencal	Alliant Energy	Birch and N 6th St	replace a gas service
20163217548	8/11/2016	Bea Rodencal	Alliant Energy	1108 Poppy Lane	sign/post installation
20163306944	8/15/2016	Andy Kettleson	ACT Signs LLC	243 S. 1st Ave	bury CATV drop
20163307776	8/15/2016	Bobbie Dake	West Shore Group	201 E Main St.	deck addition
20163310650	8/15/2016	Amy Leksander	Leksill Construction	26 S. 3rd St.	post installation
20163317758	8/17/2016	Daniel Omitt	Homeowner	1116 Barbary Lane	planting bushes
20163318414	8/17/2016	Debra Follett	Homeowner	1000 Harbor Pointe Ct.	stump removal/tree planting
20163318809	8/18/2016	Dennis Lang	Homeowner	498 Parkway Dr.	tent installation
20163402390	8/18/2016	Kayla Kallas	Chamber of Commerce	118 N. 2nd St.	replace gas service
20163403587	8/18/2016	Bea Rodencal	Alliant Energy	Division St. & N. 2nd St.	install gas service
20163403609	8/18/2016	Bea Rodencal	Alliant Energy	205 N. 6th Ave.	install a guard post
20163403692	8/18/2016	Bea Rodencal	Alliant Energy	140 N. 13th Ave.	installing a fence
20163403802	8/18/2016	Bryer Pingel	Go Fetch	210 Tower Road	sign/post installation
20163406340	8/19/2016	Joe Nowak	Graphic House Inc.	427 S. 1st Ave.	landscaping
20163408509	8/22/2016	Amy Busching	Homeowner	498 Parkway Dr.	installing a tent
20163410499	8/22/2016	Daniel Lukaszewski	Alliant Energy	235 N 6th St.	replace gas service
20163413468	8/18/2016	Bea Rodencal	homeowner	S 5th Ave. and Captains Ct.	putting up a fence
20163413693	8/23/2016	Jason Last	homeowner	1108 Mistletoe Lane	burying cable lines
20163414085	8/23/2016	Brian Miller	homeowner	1108 Mistletoe Lane	burying cable lines
20163414242	8/23/2016	Bobbie Dake	West Shore Group	203 S. 3rd St.	water main valve repair
20163504351	8/24/2016	Troy Immel	Robert J Immell Excavating	N 3rd St. and W. Main St.	water main valve repair
20163504353	8/24/2016	Troy Immel	Robert J Immell Excavating	N 7th Ave. and Twin Harbor Ave.	water main valve repair
20163500546	8/25/2016	Troy Immel	Robert J Immell Excavating	W. Main St. and S. 1st St.	soil borings
20163504801	8/26/2016	Neil Michaelson	Wisconsin DOT-NE Region	W. Main St. and S. 1st St.	soil borings
20163504879	8/26/2016	Neil Michaelson	Wisconsin DOT-NE Region		

268	20163506269	8/26/2016	Debra Follett	Homeowner	1116 Barbary Lane	planting trees
269	20163506851	8/26/2016	Andy Kettleson	ACT Signs LLC	910 Maple St.	Sign/post installation
270	20163508154	8/29/2016	Chad Buchholz	RK Enterprises	414 E. Main St.	installing water service
271	20163511183	8/29/2016	Sharon Wood	Zillges Materials	320 Sunset Lane	new home construction
272	20163512241	8/30/2016	Bea Rodencal	Alliant Energy	Cleveland and S. 4th Streets	replace a gas service
273	20163512246	8/30/2016	Bea Rodencal	Alliant Energy	202 S. 4th St.	replace a gas service
274	20163513196	8/26/2016	Bea Rodencal	Alliant Energy	118 N. 2nd St.	replace gas service
275	20163513204	8/26/2016	Bea Rodencal	Alliant Energy	Division and N. 2nd Streets	install gas service
276	20163609028	9/6/2016	Karen Tiachac	Homeowner	521 Division St.	driveway, walkway and patio
277	20163612423	9/7/2016	Jeff Koenigs	Evolution Communications	1056 Calypso Dr.	replacing cable TV line
278	20163612427	9/7/2016	Jeff Koenigs	Evolution Communications	Grant St. & Calypso Dr.	cable TV install
279	20163616392	9/8/2016	Dave Ihrig	Village of Winneconne	110 S. 7th Ave.	storm sewer catch basin repairs
280	20163617150	9/8/2016	Thomas Bunkd	Homeowner	570 Twin Harbor Dr.	extending driveway
281	20163618117	9/8/2016	Bea Rodencal	Alliant Energy	1108 Aster Lane	install UG Gas and Electric SVC
282	20163709347	9/8/2016	Tammi Wright	Alliant Energy	275 Sunset Lane	repairing bad U/G electrical cable
283	20163712067	9/13/2016	Brian Reese	Homeowner	1111 Mistletoe	installing a concrete slab
284	20163712063	9/13/2016	Andy Kettleson	ACT Signs LLC	811 N. 7th st.	sign/post installation
285	20163712147	9/13/2016	Mike Wahlstrom	Fox City Party Rental	1201 Twin Harbor Dr.	tent installation
286	20163800588	9/15/2016	David Yurk	Omni Assoc.	E. Main St. and N 1st Ave	soil borings
287	20163800751	9/15/2016	Amanda Ankerison	American Fence Co.	Wolf run and N 9th Ave.	fence installation
288	20163802414	9/15/2016	Ken Bowers	Homeowner	508 Elm St.	burying drain tile
289	20163802894	9/15/2016	Jeff Davies	Homeowner	34 N 5th St.	stump removal
290	20163807024	9/16/2016	Ronna Clausen	ACT Signs LLC	16 S 3rd Ave	sign/post installation
291	20163810189	9/14/2016	Jeff Keinig	Evolution Communications	Grant St. and Calypso Dr.	cable TV install
292	20163812621	9/15/2016	Jon Behm	Village of Winneconne	Twin Harbor and N 12th Ave	curb and sign replacement
293	20163811852	9/19/2016	Laura Schallert	West Shore Group	128 S 7th Ave	bury CATV drop
294	20163813890	9/20/2016	Jeff Koenigs	Evolution Communications	125 Washington St	installing main line cable TV
295	20163813480	9/20/2016	Gene Jacobson		102 S 1st Ave	tree stump removal
296	20163814185	9/20/2016	Janice Hillman	Homeowner	410 W Main St.	planting a tree
297	20163814628	9/20/2016	Laura Schallert	West Shore Group	217 N. 8th Ave.	bury CATV drop
298	20163903974	9/22/2016	Andy Kettleson	ACT Signs LLC	432 S 2nd Ave	sign/post installation
299	20163905352	9/23/2016	Justin Barbee	Intercon Construction	Washington St. and Grant St.	installing gas main extension
300	20163905364	9/23/2016	Justin Barbee	Intercon Construction	300 Washington St.	installing gas service
301	20163905384	9/23/2016	Justin Barbee	Intercon Construction	S 3rd St. and Lincoln St.	reiring gas service
302	20163903703	9/22/2016	Andy Kettleson	ACT Signs LLC	1124 Poppy Ln	sign/post installation
303	20163909970	9/26/2016	Jerry Charapata	Homeowner	333 Adams St.	stump grinding
304	20163910170	9/26/2016	Simon Nichols	Phoenix Sunrooms	1000 Calypso St.	building a sunroom
305	20163913071	9/27/2016	Bea Rodencal	Alliant Energy	675 Grant St.	replace gas service
306	20163917619	9/28/2016	David Girard	Homeowner	1120 Aster Lane	installing a flagpole
307	20164004325	9/29/2016	Nathaniel Carroll	Homeowner	218 N 7th Ave	patio construction
308	20164004622	9/30/2016	Megan Cunningham	Lee Recreation	233 S 3rd Ave	installing playground equipment
309	20164005590	9/27/2016	Jeff Koenigs	Evolution Communications	125 Washington St.	installing main line cable TV
310	20164007291	9/30/2016	Andy Kettleson	ACT Signs LLC	905 Twin Harbor Ddr.	sign/post installation
311	20164008305	9/30/2016	Troy Immel	Robert J Immell Excavating	1115 Mistletoe Lane	water line repair
312	20164013767	10/4/2016	Laura Schallert	West Shore Group	402 Lincoln St.	bury CATV drop
313	20164104709	10/7/2016	Dennis Biggar	Homeowner	202 E Main St.	tree replacement
314	20164107733	10/7/2016	Adam Wilson	Homeowner	205 N 7th Ave.	installing a new driveway
315	20164109396	10/11/2016	Jon Behm	Village of Winneconne	W Main St. and N 7th St	planting trees
316	20164109418	10/11/2016	Jon Behm	Village of Winneconne	S 1st St. and Adams St.	planting trees
317	20164109441	10/11/2016	Jon Behm	Village of Winneconne	Memorial Dr. and S 5th Ave	planting trees
318	20164109450	10/11/2016	Jon Behm	Village of Winneconne	Green Wing Dr. and S. 5th Ave.	planting trees
319						
320						
321						



**AGREEMENT**  
**For PROFESSIONAL SERVICES**

Village of Winneconne  
Attn: Kurt Ruetten  
P.O.Box 488  
Winneconne, WI 54986

Date: October 3, 2016

McM. No. W0011-6-16-00145.02

**PROJECT DESCRIPTION:**

Phase 1 Design Services: Provide detailed scope definition drawings for the Winneconne Municipal Building in order for a partnering General Contractor to assemble a reasonably accurate Probable Cost of Construction.

**SCOPE OF SERVICES:**

McMAHON agrees to provide the following Scope Of Services for this project:

McMAHON will utilize the existing building drawings to create a drawing package which describes the scope of work for this project. McMAHON will mark-up the existing drawings to provide the General Contractor with a reasonably detailed scope of work. In addition, McMAHON will create building wall sections detailing the construction of the new masonry skin of this building and reroofing of this building. The goal for this Phase of the 'design work' is to assist the general contractor in understand the 'project scope of work' in order to assemble a reasonably accurate probable cost of construction.

Items Not Included In The Scope Of Services:

The following is not intended to be a comprehensive list. It is intended to highlight general areas not included in the Scope of Services.

- Complete Construction Documents
- Specifications Manual
- Bidding Services
- Construction Services

**SPECIAL TERMS:** (Refer Also To General Terms & Conditions - Attached)

The Scope Of Services and fee is based upon the understanding that the Owner will provide the following:

The Village of Winneconne agrees that the Project Description, Scope Of Services and Compensation sections contained in this Agreement, pertaining to this project or any addendum thereto, are considered confidential and proprietary, and shall not be released or otherwise made available to any third party, prior to the execution of this Agreement, without the expressed written consent of the McMahon Group of Companies.

**COMPENSATION:** (Does Not Include Permit Or Approval Fees)

McMAHON agrees to provide the Scope Of Services described above for the following compensation:

Time and Materials, not to exceed \$29,250.00

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**COMPLETION SCHEDULE:**

McMAHON agrees to complete this project as follows:

Probable Construction Cost Estimate by December 16, 2016.

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**ACCEPTANCE:**

The General Terms & Conditions And The Scope Of Services (Defined In The Above Agreement) Are Accepted, and McMAHON Is Hereby Authorized To Proceed With The Services.

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*The Agreement Fee Is Firm For Acceptance Within Sixty (60) Days From Date Of This Agreement.*

---

**VILLAGE OF WINNECONNE****Winneconne, Wisconsin**

By: \_\_\_\_\_

\_\_\_\_\_  
(Authorized Signature)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**McMAHON****Neenah, Wisconsin**

By: \_\_\_\_\_

\_\_\_\_\_  
Michael J. McMahon, AIA, NCARB

Title: Vice President / Senior Architect

Date: \_\_\_\_\_

Project \_\_\_\_\_

Manager: \_\_\_\_\_

\_\_\_\_\_  
Michael L. Borski AIA  
Architect

*Please Return One Copy For Our Records*

Street Address: 1445 McMAHON DRIVE - NEENAH, WI 54956

Mailing Address: P.O. Box 1025 - NEENAH, WI 54957-1025

PH 920-751-4200 ■ FX 920-751-4284 ■ WWW.MCMGRP.COM





# McMAHON GENERAL TERMS & CONDITIONS

1. McMAHON will bill the Owner monthly with net payment due in 30-days. Past due balances shall be subject to a service charge at a rate of 1.0% per month. In addition, McMAHON may, after giving 48-hours notice, suspend service under any Agreement until the Owner has paid in full all amounts due for services rendered and expenses incurred. These expenses include service charges on past due invoices, collection agency fees and attorney fees incurred by McMAHON to collect all monies due McMAHON. McMAHON and Owner hereby acknowledge that McMAHON has and may exercise lien rights on subject property.
2. The stated fees and Scope Of Services constitute our best estimate of the fees and tasks required to perform the services as defined. This Agreement, upon execution by both parties hereto, can be amended only by written instrument signed by both parties. For those projects involving conceptual or process development services, activities often cannot be fully defined during initial planning. As the project progresses, facts uncovered may reveal a change in direction, which may alter the Scope. McMAHON will promptly inform the Owner in writing of such situations so changes in this Agreement can be negotiated, as required.
3. The stipulated fee is firm for acceptance by the Owner for 60-days from date of Agreement publication.
4. Costs and schedule commitments shall be subject to re-negotiation for delays caused by the Owner's failure to provide specified facilities or information, or for delays caused by unpredictable occurrences, including without limitation, fires, floods, riots, strikes, unavailability of labor or materials, delays or defaults by suppliers of materials or services, process shutdowns, acts of God or the public enemy, or acts or regulations of any governmental agency. Temporary delay of services caused by any of the above, which results in additional costs beyond those outlined, may require re-negotiation of this Agreement.
5. Reimbursable expenses incurred by McMAHON in the interest of the project including, but not limited to, equipment rental will be billed to the Owner at cost plus 10% and sub-consultants at cost plus 12%. When McMAHON, subsequent to execution of an Agreement, finds that specialized equipment must be purchased to provide special services, the cost of such equipment will be added to the agreed fee for professional services only after the Owner has been notified and agrees to these costs.
6. McMAHON will maintain insurance coverage in the following amounts:
 

Worker's Compensation .....	Statutory
General Liability .....	
Bodily Injury - Per Incident / Annual Aggregate.....	\$1,000,000 / \$2,000,000
Automobile Liability .....	
Bodily Injury.....	\$1,000,000
Property Damage .....	\$1,000,000
Professional Liability Coverage .....	\$2,000,000

If the Owner requires coverage or limits in addition to the above stated amounts, premiums for additional insurance shall be paid by the Owner. McMAHON's liability to Owner for any indemnity commitments, reimbursement of legal fees, or for any damages arising in any way out of performance of our contract is limited to \$1,000,000.
7. The Owner agrees to provide such legal, accounting and insurance counseling services as may be required for the project for the Owner's purpose. All unresolved claims, disputes and other matters in question between the Owner and McMAHON shall be submitted to mediation, if an agreement cannot be reached by Owner and McMAHON.
8. Termination of this Agreement by the Owner or McMAHON shall be effective upon 7-days written notice to the other party. The written notice shall include the reasons and details for termination; payment is due as stated in paragraph 1. If the Owner defaults in any of the Agreements entered into between McMAHON and the Owner, or if the Owner fails to carry out any of the duties contained in these terms and conditions, McMAHON may, upon 7-days written notice, suspend its services without further obligation or liability to the Owner unless, within such 7-day period, the Owner remedies such violation to the reasonable satisfaction of McMAHON.
9. Re-use of any documents or AutoCAD representations pertaining to this project by the Owner for extensions of this project or on any other project shall be at the Owner's risk and the Owner agrees to defend, indemnify and hold harmless McMAHON from all claims, damages and expenses, including attorneys' fees arising out of such re-use of the documents or AutoCAD representations by the Owner or by others acting through the Owner.
10. Purchase Orders - In the event the Owner issues a purchase order or other instrument related to the Engineer's services, it is understood and agreed that such document is for Owner's internal accounting purposes only and shall in no way modify, add to or delete any of the terms and conditions of this Agreement. If the Owner does issue a purchase order, or other similar instrument, it is understood and agreed that the Engineer shall indicate the purchase order number on the invoice(s) sent to the Owner.
11. McMAHON will provide all services in accordance with generally accepted professional practices. McMAHON will not provide or offer to provide services inconsistent with or contrary to such practices nor make any other warranty or guarantee, expressed or implied, nor to have any Agreement or contract for services subject to the provisions of any uniform commercial code. Similarly, McMAHON will not accept those terms and conditions offered by the Owner in its purchase order, requisition or notice of authorization to proceed, except as set forth herein or expressly accepted in writing. Written acknowledgment of receipt, or the actual performance of services subsequent to receipt, of any such purchase order, requisition or notice of authorization to proceed is specifically deemed not to constitute acceptance of any terms or conditions contrary to those set forth herein.
12. McMAHON intends to serve as the Owner's professional representative for those services, as defined in this Agreement, and to provide advice and consultation to the Owner as a professional. Any opinions of probable project costs, approvals and other decisions made by McMAHON for the Owner are rendered on the basis of experience and qualifications, and represent our professional judgment.
13. This Agreement shall not be construed as giving McMAHON the responsibility or authority to direct or supervise construction means, methods, techniques, sequence or procedures of construction selected by Contractors or Subcontractors, or the safety precautions and programs incident to the work of the Contractors or Subcontractors.
14. The Owner shall be responsible for maintenance of the structure, or portions of the structure, which have been completed and have been accepted for its intended use by the Owner. All structures are subject to wear and tear, and environmental and man-made exposures. As a result, all structures require regular and frequent monitoring and maintenance to prevent damage and deterioration. Such monitoring and maintenance is the sole responsibility of the Owner. McMAHON shall have no responsibility for such issues or resulting damages.

LABOR CLASSIFICATION	HOURLY RATE
Senior Project Manager	\$154.00
Senior Planning	\$154.00
Project Manager - I	\$144.00
Project Manager - II	\$127.00
Vice President / Surveyor	\$134.00
Senior Surveyor	\$102.00
Surveyor	\$92.00
Surveyor Assistant - I	\$82.00
Surveyor Assistant - II	\$73.00
Surveyor Apprentice	\$50.00
Senior Electrical Engineer	\$140.00
Senior Project Engineer	\$134.00
Project Engineer - I	\$127.00
Project Engineer - II	\$110.00
Project Engineer - III	\$106.00
Project Engineer - IV	\$93.00
Project Engineer - V	\$75.00
Senior Engineering Technician - I	\$107.00
Senior Engineering Technician - II	\$95.00
Engineering Technician - I	\$87.00
Engineering Technician - II	\$75.00
Engineering Technician - III	\$61.00
Environmental Specialist - I	\$92.00
Environmental Specialist - II	\$71.00
Environmental Specialist - III	\$67.00
Plumbing Designer Technician	\$92.00
Erosion Control Technician	\$70.00
Senior Landscape Architect	\$154.00
Senior Architect - I	\$154.00
Senior Architect - II	\$134.00
Architect	\$123.00
Architectural Designer	\$100.00
Architectural Designer - III	\$75.00
Architectural Intern - I	\$111.00
Architectural Intern - II	\$102.00
Architectural Intern - III	\$86.00
Architectural Intern - IV	\$48.00
Senior Ecologist	\$144.00
Senior Hydrogeologist	\$154.00
Senior G.I.S. Specialist	\$117.00
G.I.S. Specialist - I	\$75.00
G.I.S. Specialist - II	\$65.00
G.I.S. Technician	\$61.00
Environmental Scientist - I	\$140.00
Environmental Scientist - II	\$69.00
Environmental Scientist - III	\$65.00
Public Finance Specialist	\$107.00
Senior Draftsperson	\$100.00
Draftsperson	\$86.00
Draftsperson - I	\$61.00
Graphic Designer	\$82.00
Grant Administrator	\$62.00
Senior Administrative Assistant	\$76.00
Administrative Assistant	\$61.00
Intern	\$48.00
On-Site Project Representative	\$63.00
Principal	\$206.00
Professional Witness Services	\$285.00

Services subcontracted will be billed to the owner at invoice cost plus 12%.

Use of special equipment, such as computers, television and sewer cleaning devices, soil density testers, flow meters, samplers, dippers, etc., will be charged to the project per the standard Equipment Rate Schedule, which is available upon request.

This Fee Schedule is subject to revisions due to labor rate adjustments and interim staff or corporate changes.

### CORPORATE HEADQUARTERS

Street Address:  
1445 McMAHON DRIVE  
NEENAH, WI 54956

Mailing Address:  
P.O. BOX 1025  
NEENAH, WI 54957-1025

Ph 920.751.4200 | Fax 920.751.4284

Email: MCM@MCMGRP.COM  
Web: WWW.MCMGRP.COM

DESCRIPTION	RATE
<b>REIMBURSABLE EXPENSES:</b>	
Commercial Travel	1.1 of Cost
Delivery & Shipping	1.1 of Cost
Meals & Lodging	1.1 of Cost
Review & Submittal Fees	1.1 of Cost
Outside Consultants	1.12 of Cost
Photographs & Models	1.1 of Cost
Misc. Reimbursable Expenses & Project Supplies	1.1 of Cost
<b>REIMBURSABLE UNITS:</b>	
Large Format Paper Copies:	
Black & White:	
▪ Up To 24" x 30"	\$0.60/Sheet
▪ 24" x 36"	\$0.70/Sheet
▪ 30" x 42"	\$1.00/Sheet
▪ 36" x 48"	\$1.35/Sheet
Color:	
▪ Color - 17" x 22"	\$7.00/sheet
▪ Color - 22" x 34"	\$14.00/sheet
▪ Color - 24" x 36"	\$15.00/Sheet
▪ Color - 36" x 48"	\$28.00/Sheet
Photocopy Charges - Black & White	\$0.07/Image
Photocopy Charges - Color / 8½" x 11"	\$0.45/Image
Photocopy Charges - Color / 8½" x 14" and 11" x 17"	\$0.75/Image
Computer Time	\$10.00/Hour
Computer Time - AutoCAD	\$15.00/Hour
Mileage	\$0.575/Mile
Mileage - Truck/Van	\$0.85/Mile
All-Terrain Vehicle	\$60.00/Day
Global Positioning System (GPS)	\$21.00/Hour
Global Positioning System (GPS) Mobilization	\$100/Each
Hand-Held Global Positioning System (GPS)	\$15.00/Hour
Robotic Total Station	\$20.00/Hour
Survey Hubs	\$0.30/Each
Survey Lath	\$0.50/Each
Survey Paint	\$4.50/Can
Survey Ribbon	\$2.00/Roll
Survey Rebars - 1¼"	\$10.00/Each
Survey Rebars - ¾"	\$3.00/Each
Survey Rebars - 5/8"	\$2.50/Each
Survey Iron Pipe - 1"	\$2.75/Each
Survey Plastic or Fiberglass Fence Post - 1"	\$2.50/Each
Survey Steel Fence Post - 1"	\$3.00/Each
Survey Cotton Spindle	\$1.25/Each
Landscaping Spikes	\$1.00/Each

### CORPORATE HEADQUARTERS

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NEENAH, WI 54956

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Web: WWW.MCMGRP.COM





**CITY OF GLENDALE**  
**5909 North Milwaukee River Parkway**  
Glendale, Wisconsin 53209-3815

## **Solid Waste Collection Program**

Refuse from single family and 2-4 family homes is picked up weekly at the curb or alley year round, except holidays. To ensure refuse is picked up, the City-provided 96-gallon brown cart must be placed at the curb or alley by 7:00 a.m. on your refuse collection day. Do not place any refuse or garbage bags outside of your garbage cart as it will not be collected.

### **Winter Garbage and Recycling Cart Placement**

Proper cart placement is very important for garbage and recycling collection during the winter months. Refuse and recycling carts should be placed at the end of your driveway within two feet of the street. Do not place any refuse or recycling carts in the roadway for collection. The same placement is needed in the alleys - carts must be placed within two feet of the alley with three foot clearance from other objects. The automatic equipment cannot work if a power pole or garage is in the way. Your cooperation is greatly appreciated by the City's contractor.

### **Refuse and Recycling Carts**

Refuse and recycling carts are the property of the City of Glendale and are maintained by the City. However, normal maintenance of the cart such as periodic rinsing or cleaning is the responsibility of the property owner.

### **Refuse Carts Time Limit**

Refuse carts shall be placed for pickup curbside or in alleys by 7:00 a.m. on the scheduled day of collection, but no sooner than 5:00 p.m. on the day prior to collection, including Saturdays. The refuse containers shall be removed from the driveway or alley within 12 hours after collection.

### **Contact**

For more information, or if your cart is in need of repair, please contact the Department of Public Works at (414) 228-1710.

## **Recycling Collection Service**

### **Overview**

Since 1990, Wisconsin's recycling law requires that all residents and businesses recycle to avoid materials being buried in a landfill.

### **Program Guidelines**

City residents place everything together loose in the green recycling cart, including mixed paper, newspapers, magazines, cut up cardboard, junk mail, and other recyclable papers along with commingled items - metal food/beverage cans, all plastic bottles and tubs, and glass bottles. All recyclables must be placed inside the green recycling cart.

To ensure that recyclables are picked up, the recycling cart must be placed at the end of your driveway or alley within two feet of the street or alley and at least three (3) feet from any object (tree, car, or other cart) by 7:00 a.m. on your recycling collection day. Advanced Disposal will take the recyclables to a sorting facility to sort paper and other items, process them, and transport them to an end market. Those markets turn the recyclables into other products that residents and everyone else can buy. The City of Glendale receives a portion of the revenue from Advanced Disposal from the sale of recyclables. Please recycle as this reduces City costs.

### **What's Recyclable?**

Advanced Disposal Service currently accepts plastic types 1 through 7. In order to determine the number on your plastic container, turn the product over and look for the recycling symbol, a triangle with a number from 1 to 7 inside. That number is the Resin Identification Code, or RIC. Each number represents a different type of plastic.

Products labeled Code 1 and Code 2 typically include milk, soft drink and soda bottles; plastics from cereal boxes; containers for salad dressing, vegetable oil, and peanut butter; oven-ready meal trays; butter and margarine tubs; and containers for laundry detergent and some household cleaners. Products labeled with Code 4 and Code 5 typically include squeezable bottles, bread wrappers, frozen food bags, dry cleaning bags, yogurt containers, syrup bottles, ketchup bottles, some straws, and prescription bottles.

Products labeled with Code 3, 6, or 7 typically include window cleaner and dish-washing detergent bottles, some shampoo bottles, cooking oil bottles, clear food packaging, plastics used in most blister packs, disposable coffee cups, polystyrene, plastic egg cartons, aspirin bottles, and compact disc cases.

Code 6 is accepted only in the clear form – not the foam. Therefore, Styrofoam is not accepted at this time.

As a reminder, don't recycle it until it's clean!

### **Contact**

For more information, or if your cart is in need of repair, please contact the Department of Public Works Department at (414) 228-1710.

## **Recycling**

### **Acceptable Items:**

- **Plastics (#1 - #7)**
- **Envelopes (business and manila)**
- **Cereal/Detergent boxes**
- **Computer paper**
- **File folders**
- **Junk mail**
- **Magazines/Telephone books**
- **Newspaper**
- **Sticky notes**
- **Aluminum/Steel/Tin cans**
- **Alcohol bottles**
- **Food/Glass jars**
- **Soda/Juice bottles**
- **Ketchup bottles**
- **Paper milk/juice cartons**
- **Cardboard and paper bags (flattened)**

### **Unacceptable Items:**

- **Auto / Mirror or tinted glass**
- **Carbon paper**
- **Carpeting**
- **Batteries**
- **Hazardous waste (contact MMSD)**
- **Disposable diapers**
- **Light bulbs**
- **Metal or steel objects (nails, hangers)**
- **Pizza Boxes**
- **Wax coated products**
- **Rubber material**
- **Paper towels/Napkins or facial tissue**

## Recycling Program

Certain items are never picked up at the curb, either as special or regular collections. These items include:

### Prohibited Items

Item	Curb Pick-Up	Drop-Off Center	Alternate (Also see Resources & Publications Page)
Computers	No	No	Goodwill Industries
Electronics	No	No	Goodwill Industries
Gas or Propane Tanks	No	No	<a href="http://www.bluerhino.com">www.bluerhino.com</a>
Grass Clippings	No	No	Leave on lawn or DNR Recycling and Outreach
Pesticides, Herbicides, Solvents, or Chemicals	No	No	MMSD (414) 272-5100 DNR Recycling (608) 267-7550
Medical or Pharmaceutical Waste/ Syringes/Sharps	No	No	North Shore Health Department (414) 371-2980
Hazardous Household Waste	No	No	MMSD or Wisconsin DNR
Vehicle Batteries	No	No	Return to retailers
Tires	No	No	Return to retailers
Motor Oil	No	Yes - Free	DPW Yard (7:00 a.m.-3:00 p.m.)

### Latex, Oil, or Lead Paints

Latex paint must be completely used up or dried out. The empty or dry cans of latex paint can be collected with regular garbage. Oil or lead-based paints must be disposed of at the MMSD collection site.

### Disposal of Prescription Medications

The Glendale Police Department plans to participate in the Drug Enforcement Agency's National Drug Take-Back Initiative program in 2015. More information on this program will be posted on the City's website and the Spring Newsletter.

### Tires

Used tires and car batteries should be taken back to retailers or to private scrap dealers.

### E-Waste

[Solid & Hazardous Waste Education Center](#) (SHWEC) University of Wisconsin-Extension

### Contact

For more information, please contact the Department of Public Works at (414) 228-1710 or Advanced Disposal Services at (262) 679-0860.

## **FULLY AUTOMATED REFUSE AND RECYCLING COLLECTION SERVICE**

### **FREQUENTLY ASKED QUESTIONS**

#### **When will the new service begin?**

The fully automated curb-side collection service will begin in early February.

#### **What is the cost of the initial garbage and recycling collection cart?**

None. The costs associated with the two carts are included in the 2014 City tax levy.

#### **When will I receive the new carts?**

The carts will be delivered to your home in late January.

#### **What color are the carts?**

The garbage cart is brown and the recycling cart is green.

#### **How much and where can I purchase additional carts?**

Additional carts are \$85.00 each. They may be purchased from Advanced Disposal Services at any time.

#### **What if I don't want to use these carts or I already have similar carts?**

The type of collection equipment requires the use of specific carts supplied by Advanced Disposal Services. In addition, the designated cart color specifies whether the contents are garbage or recycling materials. **RESIDENTS CANNOT USE YOUR EXISTING CONTAINERS. YOU MUST USE THE NEW CARTS!**

#### **What if someone steals my carts or they blow away?**

The carts are designed to withstand regular winds. Because they are squared on the top part of the cart, they will not roll long distances. Contact the Glendale Police Department to report any theft. Additional replacement carts are available for purchase at the City Services Building.

#### **What is the size of the carts?**

The 96-gallon capacity container has dimensions of 46"(H) x 26"(W) x 34.5"(D). The wheels are completely nested under the cart for easier movement and balance.

#### **What if I have large, bulky items such as a sofa or mattress for pickup?**

Please call Advanced Disposal Services directly at (262) 679-0860 to schedule a special pickup for items such as a sofa, chair or mattress.

#### **What if I didn't get my garbage or recycling out for collection by 7:00 a.m. and collection crews have already passed my home?**

Please contact Advanced Disposal Services at (262) 679-0860.

**When should I place my carts at the curb?**

City ordinance requires garbage and recycling containers be placed out and available for pick up by 7:00 a.m. the day of the pickup. It is recommended that carts be placed curbside no earlier than 5:00 p.m. the day before your scheduled pickup. Carts shall be returned by the occupant to the point of storage within twelve (12) hours after pickup.

**Will my collection date change?**

No. However, holidays may impact your collection day. Usually, holidays will push all collections back one day. For more information, contact Advanced Disposal Services at (262) 679-0860.

**Where should I put my trash and recycling carts for collection?**

Do not place your carts in the street or in the ditch. You should place your carts at the end of your driveway within two feet of the edge of the street.

**How much clearance should I have from obstacles, such as my mailbox, when placing my carts?**

Please keep at least three (3) feet of clearance around each cart. The mechanical arm needs to have room to safely maneuver your carts for dumping and returning them to the curb. If your cart is too close to another obstacle for safe pick up, your cart may not be emptied.

**What about in the winter when there is snow piled up? Where do I put my carts?**

It is the responsibility of each property owner to maintain a cleared area for proper placement of the carts for pick up. Similar to current pickup protocol, if crews cannot access your collectables, they will not be picked up.

**What if the carts are too heavy and I can't move them?**

The carts are physically designed for ease of movement. They are easily tipped back allowing for transport. The wheels are designed for different terrain.

**How many pounds can I place in my cart?**

Because the mechanical arm will be picking up and dumping the cart, the 50 pound container limit no longer applies. The weight limit of the cart(s) is listed on the lid.

**Does the lid have to be closed?**

Yes, place your garbage or recycling into the carts in a way that allows you to properly close the lid. This will keep garbage from blowing around the neighborhood.

**Can I put anything on top of the lid?**

No, the lid should remain clear of debris.



**Do I have to put my cart(s) out on the scheduled dates if they are not full?**

No. This is entirely up to your household's needs. The collection schedule allows for you to place your garbage cart out on a weekly basis and your recycling cart out on a bi-weekly basis for pickup. If you find that your carts do not need to be put out as scheduled, then adjust your personal pickup schedule accordingly. Example: You may wish to put garbage out every week but recycling only once a month.

**Do I have to store my carts indoors?**

You may store them in a less visible or convenient area outside alongside of your house or garage or you may store them inside your garage. Carts should be screened and out of view of the general public.

**Who is responsible for maintaining the carts?**

Refuse and recycling carts are the property of the City of Glendale and are maintained by the City. The homeowner or resident is responsible for maintaining the carts and keeping them clean and in good repair. The carts are built for the purpose and should be nearly maintenance free with normal wear and tear.

**Can I leave my carts at the end of the driveway at all times?**

No, you are required to move them to a suitable storage location within 12 hours of pickup.

**What is single-stream recycling?**

Single-stream recycling simply means that all acceptable recyclable items are placed loose into the 96-gallon wheeled recycling cart and placed at the curb for automated collection. Recyclable items such as office paper, newspaper, cardboard, aluminum cans, plastic containers, glass jars, tin/steel cans, etc. are to be combined for collection.

**Can I put yard waste in the carts as well?**

No. Do not place yard waste in your 96-gallon wheeled carts. Yard waste should be placed in your private container and labeled yard waste.

**Will I be receiving a cart for yard waste collection?**

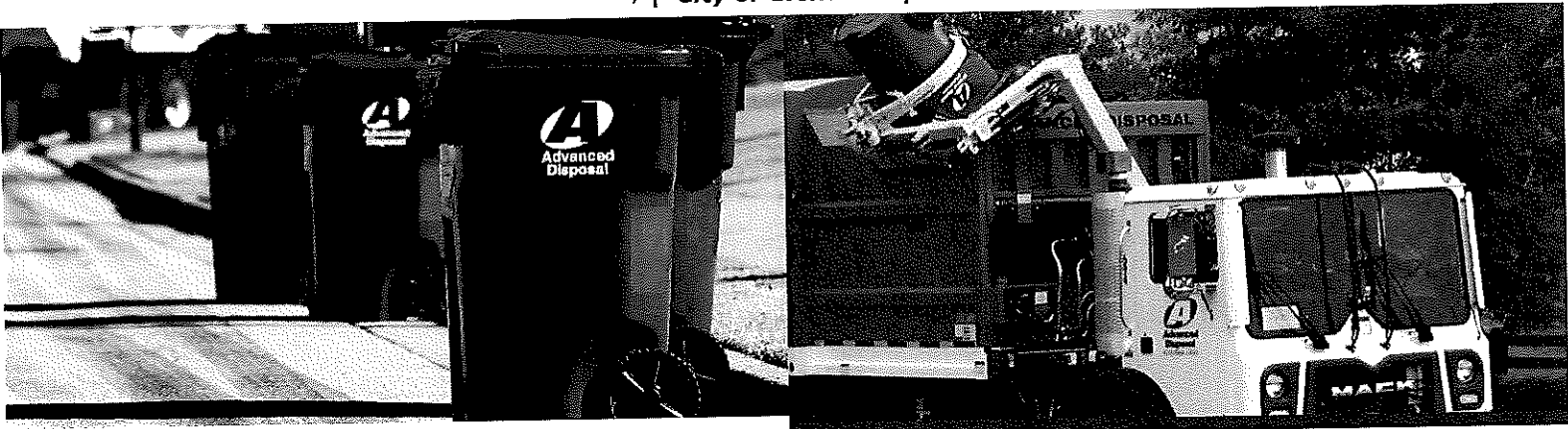
No. Yard waste will continue to be collected the same way. However, the City encourages all homeowners to use their old garbage and recycling containers for yard waste.

**What can I do with my old garbage cans?**

Homeowners can keep their old garbage cans for storage or use them for yard waste. In addition, the City will recycle your old garbage and recycling container should you no longer want to keep them.

**How do I get more information? Who should I call?**

City staff is available to answer any questions you may have regarding the change to a fully automated curb-side collection of refuse and recycling. Please call the Department of Public Works at (414) 228-1710. You may also contact Advanced Disposal Services at (262) 679-0860.



## CART PLACEMENT

- Carts should be placed roadside by 7:00 a.m. on the collection date.
- Carts should be placed roadside no more than 12 hours prior to collection and removed from roadside within 12 hours after collection.
- The arrows on the lid of the cart must point to the street.
- Handles and wheels should face away from the street.
- The garbage cart should be placed within 2 ft. of the street on one side of the driveway.
- The recycle cart should be placed within 2 ft. of the street on the other side of the driveway.
- Please keep 3 ft. of clearance between the carts and other objects, especially mailboxes and vehicles.

## RECYCLING FACTS

- C Bottled water costs between \$1 and \$4 per gallon, and 90 percent of the cost is in the bottle, lid and label.
- C 5 plastic bottles can be recycled to make a polyester T-shirt.
- C A used aluminum can is able to be recycled and back on the grocery shelf as a new can in as fast as 60 days.
- C Recycling one aluminum can saves enough energy to keep a 100-watt bulb burning for almost four hours, or run your television for three hours.
- C Reduce paper waste by using both sides of the paper and using scrap paper whenever possible.
- C Reuse canvas, paper or plastic bags to bring home purchases.

## KEEPING THE CITY OF GLENDALE CLEAN AND GREEN

### Garbage Collection Every Week:

Please place in the TRASH cart:

- Mixed trash
- Bagged garbage & food waste
- Ceramics
- Styrofoam & other loose trash

### Recycling Collection Every Other Week:

Please place in the RECYCLE cart:

#### MIXED CONTAINERS

- Aluminum cans & clean aluminum foil
- Tin cans, steel cans, aerosol cans, empty/dried paint cans
- Glass bottles & jars
- #1-7 plastic
- Milk cartons, juice boxes, soup cartons

#### MIXED PAPER

- Newspaper, magazines, books, mail, school/office paper
- Brown corrugated cardboard
- Gray chipboard (cereal & shoe boxes)
- Brown paper bags
- Shredded paper (bagged in clear plastic)

#### DO NOT put the following items in the recycle cart:

- Styrofoam of any kind
- Household hazardous waste
- Construction materials
- Clothing
- Yard waste
- Trash
- Electronics

Please do not put recycling in plastic bags (see exception for shredded paper). Local clean sweep programs may offer alternative options for disposal of fluorescent light bulbs, household hazardous waste, pharmaceuticals and electronics.



**Advanced Disposal**

W144 S6350 College Court  
Muskego, WI 53150



## CHAPTER 23 SOLID WASTE RECYCLING

**Title:** City of Hartford Solid Waste and Recycling Ordinance.

**Purpose:** The purpose of this ordinance is to promote solid waste reduction, recycling, composting and resource recovery through a waste collection and recycling program, as provided in Chapter 287, Wis. Stats., and Chapter NR 544, Wisconsin Administrative Code. (AMENDED 5/13/03--ORDINANCE NO. E-529)

**Statutory Authority:** This ordinance is adopted as authorized under Chapter 287, Wis. Stats., and Section 66.052, Wis. Stats. (AMENDED 5/13/03--ORDINANCE NO. E-529)

23.01 **DEFINITIONS:** For the purpose of this ordinance:

(1) Recyclable materials include lead acid batteries; major appliances; waste oil; yard waste; aluminum containers; corrugated paper, or other container board; glass containers, magazines; newspaper; office paper; rigid plastic containers made of PETE, HDPE, PVC, LDPE, PP, PS, and all other resins or multiple resins; steel containers; waste tires; and bimetal containers.

(2) Ashes mean ashes from furnaces and stoves in private dwellings of 3 units or less, but not including the ashes from commercial and industrial establishments.

(3) Bimetal container means a container for carbonated or malt beverage that is made primarily of a combination of steel and aluminum.

(4) Bulk materials mean refuse in quantities exceeding those normally collected and shall include such items as rocks, bricks, concrete, and other building materials, furniture, fixtures, plumbing, and plastic, but excluding all appliances. (AMENDED 7/13/04--ORDINANCE NO. E-550)

(5) Common Dumpster Area means a fenced in area provided in common for solid waste and recyclable purposes. (CREATED 7/11/00--ORDINANCE NO. E-438)

(6) Container board means corrugated paperboard used in the manufacture of shipping containers and related products.

(7) Foam polystyrene packing means packaging made primarily from foam polystyrene that satisfies one of the following criteria:

- a) Is designed for serving food or beverages.
- b) Consists of loose particles intended to fill space and cushion the packaged article in a shipping container.
- c) Consists of rigid materials shaped to hold and cushion the packaged article in a shipping container.

(8) Garbage means all kinds of organic refuse resulting from the preparation of food.

(9) Magazines mean magazines and other materials printed on similar paper.

## CHAPTER 23 (Solid Waste Recycling)

(10) Major appliance means a residential or commercial air conditioner, boiler, clothes dryer, clothes washer, dehumidifier, dishwasher, freezer, furnace, microwave oven, oven, refrigerator, stove, or water heater.

(11) Multiple-family dwelling means a property containing 5 or more residential units, including those which are occupied seasonally. (AMENDED 6/8/10—ORDINANCE NO. 1241)

(12) Newspaper means a newspaper and other materials printed on newsprint.

(13) Nonresidential facilities and properties mean commercial, retail, industrial, institutional, and governmental facilities and properties. This term does not include multiple family dwellings.

(14) Office paper means high grade printing and writing papers from offices in nonresidential facilities and properties. Printed white ledger and computer printouts are examples of office paper generally accepted as high grade. This term does not include industrial process waste.

(15) Person includes any individual, corporation, partnership, association, local governmental unit, as defined in s. 66.299(1)(a), Wis. Stats., state agency or authority or federal agency.

(16) Plastic container means a plastic container as defined in Section 100.33(1)(c) that is required to be labeled under Section 100.33(2), Wis. Stats. (AMENDED 5/13/03--ORDINANCE NO. E-529)

(17) Post-consumer waste means solid waste other than solid waste generated in the production of goods, hazardous waste, as defined in Section 291.01(7), Wis. Stats., waste from construction and demolition of structures, scrap automobiles, or high-volume industrial waste, as defined in Section 289.01(17), Wis. Stats. (AMENDED 5/13/03--ORDINANCE NO. E-529)

(18) Solid waste has the meaning specified in Section 289.01(33), Wis. Stats.

(19) Solid waste facility has the meaning specified in s. 144.43(5), Wis. Stats.

(20) Solid waste treatment has the meaning specified in Section 289.01(39), Wis. Stats. (AMENDED 5/13/03--ORDINANCE NO. E-529)

(21) Waste tire means a tire that is no longer suitable for its original purpose because of wear, damage, or defect.

(22) Yard waste means leaves, grass clippings, yard and garden debris and brush, including clean woody vegetative material no greater than 6 inches in diameter. This term does not include stumps, roots, or shrubs with intact root balls.

23.02 **SEPARATION OF RECYCLABLE MATERIALS.** Occupants of single-family and 2-4 unit residences, multiple-family dwellings and nonresidential facilities and properties shall separate the following materials from post-consumer waste: (AMENDED 6/8/10—ORDINANCE NO. 1241)

## CHAPTER 23 (Solid Waste Recycling)

- a) Lead acid batteries
- b) Major appliances
- c) Waste oil
- d) Yard waste
- e) Aluminum containers
- f) Bimetal containers
- g) Corrugated paper and other container board
- h) Glass containers
- i) Magazines
- j) Newspaper
- k) Office paper
- l) Rigid plastic containers made of PETE or HDPE, PVC, LDPE, PP, PS, and all other resins or multiple resins
- m) Steel containers
- n) Waste tires

To the greatest extent practical, the recyclable materials shall be cleaned and kept free of contamination such as food or product residue, oil or grease, or other non-recyclable materials, including but not limited to household hazardous waste, medical waste, and agricultural chemical containers. Recyclable materials shall be stored in a manner which protects them from wind, rain, and other inclement weather conditions.

23.03 **EXCLUSION TO SEPARATION REQUIREMENTS.** The separation requirements above do not apply to the following:

- a) Occupants of single-family and 2 to 4 unit residences, multi-family dwellings and nonresidential facilities and properties that send their post-consumer waste to a processing facility licensed by the Wisconsin Department of Natural Resources. (AMENDED 6/8/10—ORDINANCE NO. 1241)
- b) Solid waste which is burned for supplemental fuel at a facility of less than 30% of the heat input into the facility as derived from the solid waste burned as supplemental fuel.
- c) A recyclable material specified above for which a variance has been granted by the Department of Natural Resources under Section 287.11(2m), Wis. Stats., or Section NR 544.14, Wisconsin Administrative Code. (AMENDED 5/13/03--ORDINANCE NO. E-529)

### 23.04 **REQUIREMENTS FOR AND PICKUP SERVICES PROVIDED BY THE CITY OF HARTFORD.**

#### **Regular Garbage Pickup**

- 1) **Availability of Collection.** Garbage and non-recyclable solid waste collection shall be available to the occupants of all single-family and 2 to 3 unit multi-family residences within the City, but shall not be available to four-family and multiple-family dwellings of 5 or more units, commercial and industrial establishments or operations. All owners of multiple dwelling buildings of 4 or more living units in one building shall provide a container or containers (screened in accordance with Article 2, Section 6 of Chapter 17 of this Code) for the private disposal of garbage. (AMENDED 7/11/00--ORDINANCE NO. E-438;

## CHAPTER 23 (Solid Waste Recycling)

AMENDED 5/13/03--ORDINANCE NO. E-529; AMENDED 3/28/06--ORDINANCE NO. 1102; AMENDED 6/8/10--ORDINANCE NO. 1241)

- 2) Service Provided. Regular garbage pickup will be provided once each week, routes and day of pickup to be set by the Director of Public Works. (AMENDED 2/13/96--ORDINANCE NO. E-321; AMENDED 5/13/03--ORDINANCE NO. E-529)
- 3) Property Served. Regular garbage pickup will be provided to all residential properties of 3 units or less.
- 4) Placement. Garbage and refuse shall be placed at the curb or roadside of an alley as approved by the Director of Public Works on the scheduled collection day. No garbage or refuse shall be placed for collection more than 17 hours before collection and must be out before 7:00 a.m. on your collection day. (AMENDED 2/13/96--ORDINANCE NO. E-321; AMENDED 5/13/03--ORDINANCE NO. E-529)
- 5) Ashes. Ash collection shall be available for all private dwellings of 3 units or less, but not for collection of ashes from commercial or industrial establishments. Cold ashes must be placed in sealed disposable containers that can be handled by one person.
- 6) Garbage Containers.
  - a) All domestic garbage shall be placed in tied or sealed durable plastic bags, or suitable containers. Each container shall not exceed a capacity of 40 gallons nor weigh in excess of 50 pounds when loaded. Each container shall be watertight and vermin proof and shall be equipped with outside handles to assist in removal. Containers must be made of metal or plastic. Solid waste shall not exceed the upper rim of the container. (AMENDED 5/13/03--ORDINANCE NO. E-529)
  - b) Non-plastic/metal containers will be considered disposable and therefore will not be emptied and returned to curb.
  - c) Improperly and poorly maintained containers, such as those that have sharp edges on the rim or bottom, badly dented sides or rims, or large holes in the bottom shall be tagged by the collection crew and therefore should be repaired or replaced before the next collection. If replacement or repairs have not been completed, it shall be the discretion of the collection crew to dispose of the containers tagged.
- 7) Animal and Human Waste. Animal and human waste (disposable diapers) shall be placed in a sealed bag or container such that it is not openly exposed to the collection crews.
- 8) Excessive Garbage. Excessive amounts of garbage, furniture, television sets, and all large, non-metal items will be picked up every Friday for a prepaid fee as determined in Chapter 42 of the Municipal Code. Stickers may be purchased at City Hall. Refuse in excess of five 40-gallon containers (or the equivalent thereof) will not be collected unless solid waste stickers are affixed. Residents must contact the City to put their address on the Friday pickup list in order to receive an excessive garbage pickup. No excessive garbage shall be placed for collection more than 17 hours before pickup and must be out by 7:00 a.m. on Friday. (AMENDED 5/14/96-- ORDINANCE NO. E-327; AMENDED 5/13/03--ORDINANCE NO.

## **CHAPTER 23 (Solid Waste Recycling)**

E-529; AMENDED 3/28/06—ORDINANCE NO. 1102; AMENDED 10/9/07—ORDINANCE NO. 1154; AMENDED 10/14/08—ORDINANCE NO. 1190)

- 9) Recyclables Prohibited From Garbage and Refuse. Recyclable items as defined in this Section are prohibited from being commingled and placed in regular garbage bags and/or solid waste dumpsters and must be handled separately and in compliance with the recyclable section of this ordinance.
- 10) Illegal Dumping and Disposal Prohibited. No person shall throw any glass, rubbish, waste, or filth upon the streets, alleys, highways, public parks or other property of the City, or upon any private property, to include but not limited to, privately contracted dumpsters rented by businesses or multi-family housing corporations or upon the surface of any body of water within the City. The City of Hartford Police Department will issue citations to violators on a complaint basis in compliance with this Section. (REPEALED AND RECREATED 8/13/96--ORDINANCE NO. E-344)

### **Recycling Pickup**

The following items have all been defined as recyclables for the purpose of this ordinance. The following is a requirement and curbside pickup schedule for particular types of recyclables.

- 1) Service Provided. Recyclable pickup will be provided one every other week. Routes and day of pickup are to be set by the Director of Public Works. (AMENDED 2/13/96--ORDINANCE NO. E-321; AMENDED 5/13/03--ORDINANCE E-529)
- 2) Property Served. Recyclable pickup and processing will be provided to all residential properties of 4 units or less. All other users must contract privately for required recycling of the recyclable materials. (AMENDED 6/8/10—ORDINANCE NO. 1241)
- 3) Placement. The City of Hartford will provide a specific recycling container, and it must be used for the following recyclable materials: (AMENDED 6/8/10—ORDINANCE NO. 1241)
  - a) Aluminum containers
  - b) Bimetal containers
  - c) Glass containers
  - d) Rigid plastic containers made of PETE or HDPE, PVC, LDPE, PP, PS, and all other resins or multiple resins
  - e) Steel containers
  - f) Newspapers
  - g) Magazines
  - h) Corrugated cardboard

### **Recycling Drop-off**

The following items will not be picked up at curbside and must be taken to the City of Hartford Recycling Center, located at 710 West Sumner Street. Hours of operation are to be set by the Director of Public Works. (AMENDED 2/13/96-- ORDINANCE NO. E-321; AMENDED 5/13/03--ORDINANCE E-529)

## **CHAPTER 23 (Solid Waste Recycling)**

- 1) Lead acid batteries
- 2) Waste oil, which must not be contaminated with gasoline, antifreeze, paint, or paint thinners
- 3) Yard waste
  - a) Placement. Bags, boxes, or other containers used to transport these materials shall not be left at the drop-off facility. Compostables are to be removed from containers.
  - b) Yard and garden waste will be prohibited from being placed in garbage collection bags or recyclable bags.
  - c) Materials Prohibited. Materials with exceptional odor, animal waste, or other non-desirable materials are prohibited from placement with the compostable materials.
- 4) Leaf Disposal
  - a) Service Provided. The City of Hartford will provide leaf pickup at curbside in fall. Duration of leaf pickup is contingent upon weather conditions.
  - b) Placement. Residents shall place leaves in terrace area between curb and sidewalk for pickup with the City of Hartford vacuum equipment. Bagging of leaves is not permitted at curbside.
  - c) Optional Bagging Method. If a property owner chooses to bag leaves, it shall be the property owner's responsibilities to transport the leaves to the designated municipal drop-off point and remove the leaves from the bag at that facility.
- 5) Tires
  - a) Service Provided. Tires will be accepted at the City of Hartford Recycling Center for separate fees for City residents, non-City residents, and commercial businesses as determined in Chapter 42 of the Municipal Code. (AMENDED 6/11/96--ORDINANCE NO. E-335)

### **Brush Pickup**

- 1) Service Provided. The City of Hartford shall provide curbside brush pickup during the first full business week of each month.
- 2) Property Served. All properties within the City of Hartford.
- 3) Placement Period. Brush shall be placed curbside or roadside, as directed by the Director of Public Works, not more than 48 hours prior to scheduled pickup. (AMENDED 2/13/96--ORDINANCE NO. E-321; AMENDED 5/13/03--ORDINANCE E-529)
- 4) Brush Preparation.
  - a) Branches shall be cut in lengths not more than 10 feet or less than 3 feet.



## **CHAPTER 23 (Solid Waste Recycling)**

- b) Branches no larger than 6 inches in diameter and not exceeding 100 pounds.
- c) Brush shall be stacked and arranged by size to permit efficient handling and loading.
- d) Brush shall not be mixed with other material. (Garden debris, garbage, etc. will not be picked up.)

### **Bulk Material Pickup**

- 1) Service Provided. The City of Hartford will pickup bulk material as defined above with normal household garbage, provided the quantity does not exceed a 5 gallon container. Aggregate material and dirt in excess of a 5 gallon container will be picked up by the City in a trailer provided by the City for a fee per load as determined in Chapter 42 of the Municipal Code. Other excessive garbage such as furniture, carpet/pad, mattress/box spring, toilet, sink, wooden doors and windows, etc. can be scheduled for a Friday pickup with a solid waste sticker for a fee as determined in Chapter 42 of the Municipal Code. (AMENDED 5/14/96--ORDINANCE NO. E-327; AMENDED 7/13/04—ORDINANCE NO. E-550)

### **Appliance Pickup and/or Drop-off**

Residents have the option of delivering large, metal items, such as appliances which include residential and commercial air conditioner, boiler, clothes dryer, clothes washer, dehumidifier, dishwasher, freezer, furnace, microwave oven, oven, refrigerator, stove, or water heater, to the Center during recycling hours only. There is a drop-off charge for appliances containing Freon at the Center. Curbside pickup of non-Freon appliances, as well as ones containing Freon, requires a per unit prepaid fee. The applicable fees are as determined in Chapter 42 of the Municipal Code. (AMENDED 6/11/96--ORDINANCE NO. E-335)

23.05 **RESPONSIBILITIES OF OWNERS OR DESIGNATED AGENTS OF MULTI-FAMILY DWELLINGS.** Owners or designated agents of multi-family dwellings shall do all of the following to recycle materials listed above as recyclable.

- 1) Owners or designated agents of multi-family dwellings in the area bounded by Mill Street, East Jackson Street, North Main Street, and East Sumner Street shall assure that all solid waste and recyclables from within that area are deposited within containers in the common dumpster area. (CREATED 7/11/00--ORDINANCE NO. E-438)
- 2) Provide adequate, separate containers for recyclable materials.
- 3) Notify tenants in writing at the time of renting or leasing the dwelling and at least semi-annually thereafter about the established recycling program.
- 4) Provide for the collection of materials separated from the solid waste by the tenants and the delivery of the materials to a recycling facility.
- 5) Notify tenants of reasons to reduce and recycle solid waste, which materials are collected, how to prepare materials in order to meet the proceeding requirements, collection methods or sites, locations and hours of operation, and a contact person or company, including a name, address, and telephone number.

## CHAPTER 23 (Solid Waste Recycling)

The above requirements do not apply to owners or designated agents of multi-family dwellings if the post-consumer waste generated within the dwelling is treated at a processing facility licensed by the Department of Natural Resources that recovers for recycling the materials above described as recyclable from solid waste in as pure a form as is technically feasible.

**23.06 RESPONSIBILITIES OF OWNERS OR DESIGNATED AGENTS OF NON-RESIDENTIAL FACILITIES AND PROPERTIES.** Owners or designated agents of multi-family dwellings shall do all of the following to recycle materials listed above as recyclable:

- 1) Owners or designed agents of nonresidential facilities and properties in the area bounded by Mill Street, East Jackson Street, North Main Street, and East Sumner Street shall assure that all solid waste and recyclables from within that area are deposited within containers in the common dumpster area. (CREATED 7/11/00--ORDINANCE NO. 438)
- 2) Provide adequate, separate containers for recyclable materials.
- 3) Notify tenants in writing at the time of renting or leasing the dwelling and at least semi-annually thereafter about the established recycling program.
- 4) Provide for the collection of the materials separated from the solid waste by the tenants and the delivery of the materials to a recycling facility.
- 5) Notify tenants of reasons to reduce and recycle solid waste, which materials are collected, how to prepare materials in order to meet the proceeding requirements, collection methods or sites, locations and hours of operation, and a contact person or company, including a name, address, and telephone number.

The above requirements do not apply to owners or designated agents of multi-family dwellings if the post-consumer waste generated within the dwelling is treated at a processing facility licensed by the Department of Natural Resources that recovers for recycling the materials above described as recyclable from solid waste in as pure a form as is technically feasible.

**23.07 PROHIBITIONS ON DISPOSAL OF RECYCLABLE MATERIALS SEPARATED FOR RECYCLING.** No person may dispose of in a solid waste disposal facility or burn in a solid waste treatment facility any of the materials specified above as recyclable, which have been separated for recycling, except waste tires may be burned with energy recovery in a solid waste treatment facility.

**23.08 ABROGATION AND GREATER RESTRICTIONS.** It is not intended by this ordinance to repeal, abrogate, annul, impair, or interfere with any existing rules, regulations, ordinance, or permits previously adopted or issued pursuant to law. However, whenever this ordinance imposes greater restrictions, the provisions of this ordinance shall apply.

**23.09 INTERPRETATION.** In their interpretation and application, the provision of this ordinance shall be held to be the minimum requirements and shall not be deemed a limitation or repeal of any power granted by the Wisconsin Statutes. Where the terms or requirements of this ordinance may be inconsistent or conflicting, the more restrictive requirements or interpretations shall apply. (AMENDED 5/13/03--ORDINANCE NO. E-529)

## **CHAPTER 23 (Solid Waste Recycling)**

23.10 **SEVERABILITY**. Should any portion of this ordinance be declared unconstitutional or invalid by a court of competent jurisdiction, the remainder of this ordinance shall not be affected.

23.11 **APPLICABILITY**. The requirements of this ordinance shall apply to all persons within the City of Hartford.

23.12 **ADMINISTRATION**. 1) In areas included in the Business Improvement District serviced by common dumpsters, the BID Board shall be responsible for allocating costs.

2) In all other aspects, it shall be the responsibility of the Director of Public Works to administer this Chapter. Items not specifically covered in this Chapter shall be handled by him based upon common municipal practices. If his decision is not acceptable to the property owner, the Public Works Committee shall review and decide complaints as requested. (AMENDED 2/13/96--ORDINANCE NO. E-321; AMENDED 7/11/00--ORDINANCE NO. E-438; AMENDED 5/13/03--ORDINANCE NO. E-529)

23.13 **VIOLATIONS**. Upon determining that a violation exists with requirements of the Chapter, materials in violation at curbside shall be tagged with a notice informing the property owner of the violation and corrective action required. If tagged, the materials shall be removed from the curb within 24 hours by the property owner. The violation shall be corrected and the materials shall be placed curbside at the next regular pickup. No special pickups are to be made for materials which were in violation.

23.14 **PENALTY**. Any person who shall violate any provision of this Chapter shall be subject to the issuance of a citation and forfeiture in an amount within a range as shown in Chapter 42 of the Municipal Code. (AMENDED 6/11/96--ORDINANCE NO. E-335)

(CHAPTER 23 REPEALED AND RECREATED 5/24/94--ORDINANCE NO. E-261; PORTIONS AMENDED 5/13/03--ORDINANCE NO. E-529)

## CHAPTER 3

### Refuse Disposal

<i>Section Number</i>	<i>Title</i>	<i>Ordinance Number</i>	<i>Date of Ordinance</i>
8-3-1	Garbage Accumulation; When a Nuisance		
8-3-2	Refuse From Outside the Town		
8-3-3	Refuse Disposal		
8-3-4	Recycling	2008-03	04/15/08

#### **SEC. 8-3-1 GARBAGE ACCUMULATION; WHEN A NUISANCE.**

- (a) The accumulation or deposit of garbage, trash or putrescible animal or vegetable matter in or upon any lot or land or any public or private place within the Town which causes the air or environment to become noxious or offensive or to be in such a condition as to promote the breeding of flies, mosquitoes or other insects, or to provide a habitat or breeding place for rodents or other animals, or which otherwise becomes injurious to the public health is prohibited and declared to constitute a nuisance.
- (b) No person shall dump or deposit any refuse along any public right-of-way or in any Town park or property, except in authorized collection containers.

#### **SEC. 8-3-2 REFUSE FROM OUTSIDE THE TOWN.**

It is unlawful for any person, firm or corporation to place, deposit or cause to be deposited, for collection, any waste or refuse not generated within the corporate limits of the Town of Caledonia.

#### **SEC. 8-3-3 REFUSE DISPOSAL.**

- (a) **Collection of Solid Waste and Recyclable Materials.** Solid waste and recyclable materials shall be placed at the roadside for collection by 7:00 a.m. on the scheduled day of collection but no sooner than 15 hours before 7:00 a.m. of such day.
- (b) Containers and equipment used to hold solid waste and recyclables for roadside collection shall be removed from the roadside within 12 hours after collection.

#### **SEC. 8-3-4 RECYCLING ORDINANCE.**

- (a) Title. This Chapter shall be known as the Recycling Ordinance for the Village of Caledonia.

- (b) Purpose. The purpose of this ordinance is to regulate and require the separation, collection and processing of recyclable materials to the greatest extent feasible and to promote recycling, composting and resource recovery through the administration of an effective recycling program, as provided in Sec. 287.11, Wis. Stats., and Chapter NR 544, Wisconsin Administrative Code.
- (c) Statutory Authority. This ordinance is adopted as authorized under Sec. 287.09 (3)(b), Wis. Stats.
- (d) Abrogation and Greater Restrictions. It is not intended by this ordinance to repeal, abrogate, annul, impair or interfere with any existing rules, regulations ordinances or permits previously adopted or issued pursuant to law. However, whenever this ordinance imposes greater restrictions than the provisions of this ordinance shall apply.
- (e) Interpretation. In their interpretation and application, the provision of this ordinance shall be held to be the minimum requirements and shall not be deemed a limitation or repeal of any other power granted by the Wisconsin Statutes. Where any terms or requirement of this ordinance may be consistent or conflicting, the more restrictive requirement or interpretation shall apply. Where a provision of this ordinance is required by the Wisconsin Statutes, or by a standard in Chapter NR 544, Wisconsin Administrative Code, and where the ordinance provision is unclear, the provision shall be interpreted in light of the Wisconsin Statutes and the Wisconsin Administrative Code Chapter NR 544 standards in effect on the date of the adoption of this ordinance, or in effect on the date of the most recent text amendment to this ordinance.
- (f) Severability. Should any portion of this ordinance be declared unconstitutional or invalid by a court of competent jurisdiction, the remainder of this ordinance shall not be affected.
- (g) Applicability. The requirement of this ordinance applies to all persons including businesses and solid waste haulers within the Village of Caledonia. Owners and/or occupants of single-family and multi-family residences and non-residential facilities located within or conducting business in the Village are required to separate and recycle, from their municipal solid waste, those items identified in Section (j) of this Ordinance.
- (h) Administration. The provisions of this Ordinance shall be administered by the Village Engineer or his/her designee.
  - (1) Program Documents:
    - (a) Educational Program. The Village shall create a public information and education program to address recycling of materials specified in Section 287(1m) to (4), Wis. Stats, and waste reduction and reuse efforts at single family and 2 to 4 unit residences, multiple-family dwellings and non-residential facilities and properties. The program shall continue the regular distribution of current program information and consumer and youth education. The general form of educational brochures and other materials

shall be approved by the Village Board by resolution and may be revised as needed by the Village Engineer to meet the goals of the ordinance.

- (b) Compliance Assurance Program. The Village shall create a compliance assurance plan describing the procedures the responsible unit will follow to address at a minimum one act of non-compliance with recycling requirements specified in its recycling ordinance which is commonly encountered by the responsible unit. The compliance assurance plan shall be approved by the Village Board by resolution.
- (2) The Village may, by contract, provide for the equipment and staff to implement the recycling program.
- (i) Definitions. For the purposes of this ordinance:
  - (1) "Aluminum container" means all aluminum food or beverage cans.
  - (2) "Bi-metal Container" means a food or beverage container that is primarily made of a combination of steel and aluminum.
  - (3) "Composting" means the decomposition or breakdown of organic materials.
  - (4) "Container board" means paperboard used in the manufacture of shipping containers and related products.
  - (5) "Corrugated cardboard" means corrugated paperboard or cardboard used in the manufacture of shipping containers and related products.
  - (6) "Curbside collection" means the collection of recyclable items, usually at the curb, from single-family and 2-4 unit residences, apartments, and non-residential facilities and properties.
  - (7) "Drop-off system" means a system for collecting recyclable materials in which the recyclable materials are taken by individuals to designated collection sites and deposited into designated containers from which the recyclable materials are transported for processing and marketing.
  - (8) "Foam polystyrene packaging" means packaging made primarily from foam polystyrene that satisfies one of the following criteria:
    - (a) Is designed for serving food or beverages.
    - (b) Consists of loose particles intended to fill space and cushion the package article in a shipping container.

- (c) Consists of rigid materials shaped to hold and cushion the packaged article in a shipping container.
- (9) "Glass container" means bottles and jars, such as food jars, beer and pop bottles, wine and liquor bottles, etc.
- (10) "HDPE" means high density polyethylene, labeled by the SPI code #2.
- (11) "Household waste" means any material, including garbage, trash and sanitary wastes in septic tanks, derived from households, including single and multiple residences, hotels and motels, bunkhouses, ranger stations, crew quarters, campgrounds, picnic grounds and day-use recreation areas.
- (12) "LDPE" means low density polyethylene, labeled by the SPI code #4.
- (13) "Lead acid battery" means a battery, such as a car, tractor or marine battery.
- (14) "Magazines" means magazines and other materials printed on similar paper.
- (15) "Major appliance" means a residential or commercial air conditioner, clothes dryer, clothes washer, dishwasher, freezer, microwave oven, oven, refrigerator, stove, residential or commercial furnaces, boilers, dehumidifiers and water heater.
- (16) "Material(s) recovery facility (MRF)" means a facility where 1 or more of the materials specified in section 287.07(3) or (4), Wisconsin Statutes, not mixed with other solid waste, are processed for reuse or recycling by conversion into a consumer product or a product which is used as a raw material in a commercial or industrial process.
- (17) "Multiple-family dwelling" means a property containing 5 or more residential units, including those which are occupied seasonally.
- (18) "Newspaper" means a newspaper and other materials printed on newsprint.
- (19) "Non-residential facilities and properties" means commercial, retail, industrial, institutional and governmental facilities and properties. This term does not include multiple family dwellings. It includes any location at which goods or services are provided or manufactured, including locations under construction, demolition or remodeling, or used for special events such as, but not limited to, fairs, festivals, sports venues, conferences and exhibits.
- (20) "Office paper" means high grade printing and writing papers from offices in non-residential facilities and properties. Printed white ledger and computer printout are examples of office paper generally accepted as high grade. This term does not include industrial process waste.



- (21) "Other resins or multiple resins" means plastic resins labeled by the SPI code #7.
- (22) "PP" means polypropylene, labeled by the SPI code #5.
- (23) "PS" means polystyrene, labeled by the SPI code #6.
- (24) "PVC" means polyvinyl chloride, labeled by the SPI code #3.
- (25) "Person" includes any individual, corporation, partnership, association, local governmental unit, as defined in Sec. 66.0131(1)(a), Wis. Stats., state agency or authority or federal agency.
- (26) "PETE" means a plastic container made from polyethylene terephthalate, labeled by the SPI code #1.
- (27) "Plastic container" means an individual, separate, rigid plastic bottle, can, jar or carton, except for a blister pack, that is originally used to contain a product that is the subject of a retail sale.
- (28) "Postconsumer waste" means solid waste other than solid waste generated in the production of goods, hazardous waste, as defined in Sec. 291.01(7), Wis. Stats., waste from construction and demolition of structures, scrap automobiles, or high-volume industrial waste, as defined in Sec. 289.01(17), Wis. Stats.
- (29) "Public information and education program" means a program established to address recycling, waste reduction and reuse efforts under Section NR 544.04(1), Wis. Administrative Code.
- (30) "Recycling" means the collection, transfer, transporting, processing, marketing and conversion of solid wastes into usable materials or products.
- (31) "Recyclable materials" includes lead acid batteries; major appliances; waste oil; yard waste; aluminum containers; corrugated paper; magazines; newspaper; office paper; rigid plastic containers, including those made of PETE, HDPE, PVC, LDPE, PP, PS, and other resins or multiple resins; steel containers; waste tires; and bi-metal containers.
- (32) "SPI" means the Society of the Plastic Industry, Inc.
- (33) "Solid Waste" meaning is specified in Sec. 289.01(33), Wis. Stats.
- (34) "Solid waste treatment" means any method, technique or process which is designed to change the physical, chemical or biological character or composition of solid waste. Treatment includes incineration.
- (35) "Steel Containers" means a food or beverage container made from steel.

- (36) "Waste tire" means a tire that is no longer suitable for its original purpose because of wear, damage or defect.
- (37) "Yard Waste" means leaves, grass clippings, yard and garden debris and brush, including clean woody vegetative material no greater than 6 inches in diameter. This term does not include stumps, roots or shrubs with intact root balls.

(j) Separation of Recyclable Materials.

- (1) Occupants of single family and 2 to 4 unit residences, multiple-family dwellings and non-residential facilities and properties shall separate the following materials from postconsumer waste:
  - (a) Lead acid batteries
  - (b) Major appliances
  - (c) Waste oil
  - (d) Yard Waste
  - (e) Aluminum containers
  - (f) Bi-metal containers
  - (g) Corrugated paper or other container board
  - (h) Foam Polystyrene packaging
  - (i) Glass containers
  - (j) Magazines
  - (k) Newspaper
  - (l) Office Paper
  - (m) Rigid plastic containers made of PETE (#1), HDPE(#2), PVC(#3) LDPE(#4), PP(#5), PS(#6) and other resins or multiple resins (#7)
  - (n) Steel Containers
  - (o) Waste tires
- (2) Exceptions. The separation requirements of Section (j) do not apply to the following:
  - (a) Solid waste which is burned as a supplemental fuel at a facility if less than 30% of the heat input to the facility is derived from the solid waste burned as supplemental fuel.
  - (b) Containers for an industrial pesticide as defined in Wis. Stats. 94.681(1)(b) or a non-household pesticide, as defined in Wis. Stats. 94.681(1)(c), is contaminated or is otherwise in a condition that makes recycling infeasible.
  - (c) A recyclable material specified in Section (j)(1)(e) through (o) for which a variance has been granted by the Department of Natural Resources under Sec. 287.11(2m), Wis. Stats., or NR 544.14, Wisconsin Administrative Code.

- (k) Care of Separated Recyclable Materials. To the greatest extent practicable, the recyclable materials separated in accordance with Section (j) shall be clean and kept free of contaminants such as food or product residue, oil or grease, or other non-recyclable materials, including but not limited to household hazardous waste, medical waste and chemical containers. Recyclable materials shall be stored in a manner which protects them from wind, rain, snow, ice and other inclement weather conditions.
- (l) Management of Lead Acid Batteries, Major Appliance, Waste Oil, Yard Waste and Waste Tires. Occupants of single family and 2 to 4 unit residences multiple-family dwellings and non-residential facilities and properties shall dispose of lead acid batteries, major appliances, waste oil, yard waste and waste tires as follows:
- (1) Lead acid batteries shall be taken to a retail business which sells lead acid batteries.
  - (2) Major appliances shall be picked up by the Village or applicable district refuse contractor for a fee or deposited by the owner with a scrap metal recycling vendor which is licensed by the State.
  - (3) Waste oil shall be taken to the Village drop center located behind the Village Safety Building.
  - (4) Residents should leave grass clippings on their lawns if feasible. Yard waste shall be taken to the yard waste drop off center designated by the Village for recycling or composted provided the compost pile does not constitute a nuisance and provided not more than 50 cubic yards of material are composted in any given year on the owner's property. Although burning is discouraged, yard waste may be burned provided such burning does not constitute a nuisance and provided that such burning does not violate Village Burning Ordinances and policies as set forth by the Village Fire Department. Yard waste shall not be bagged for disposal with other refuse.
  - (5) Waste tires shall be taken to a retail business which sells tires or to a processor of tires.
- (m) Preparation and Collection of Recyclable Materials. Occupants of single family and 2 to 4 unit residences shall do the following for the preparation and collection of the separated materials specified in Section (j)(1)(e) through (o):
- (1) Aluminum containers and bi-metal containers shall be rinsed and flattened, placed in the approved recycling bin and placed on the curb on the day designated for collection. Labels need not be removed.
  - (2) Corrugated paper or other container board shall be free of debris, flattened, stacked and tied, and placed upon the curb on the day designated for collection.

- (3) Foam polystyrene packaging shall be neatly stacked, tied or placed in a recyclable paper bag and placed in the approved recycling bin and placed by the curb on the day designated for collection.
- (4) Glass:
  - (a) Glass containers shall be rinsed, placed in the approved recycling bin and placed on the curb on the day designated for collection. Labels need not be removed.
  - (b) Window glass, light bulbs, ceramics mirrors, drinking glasses, Pyrex, TV tubes, eye glasses and broken glass are not recyclable and should be disposed of with normal refuse.
- (5) Magazines shall be placed in brown paper bags or tied in bundles with string and placed on top of other recycled items in the approved recycling bin and placed on the curb on the day designated for collection. Magazines shall be separated from newspapers.
- (6) Newspaper shall be placed in brown paper bags or tied in bundles with string and placed on top of other recycled items in the approved recycling bin and placed on the curb on the day designated for collection. Newspapers shall be separated from magazines.
- (7) Office paper generated from non-residential properties shall be placed in separate office paper containers which must be supplied by the owner or agent of the non-residential property.
- (8) Rigid plastic containers shall be prepared and collected as follows:
  - (a) Plastic containers made of PETE (#1), including soft drink bottles, shall be rinsed and flattened, placed in the approved recycling bin and placed on the curb on the day designated for collection. Labels are to be removed, if possible. Caps are to be removed and placed in the normal refuse.
  - (b) Plastic containers made of HDPE (#2) including milk bottles and laundry soap bottles shall be rinsed and flattened, placed in the approved recycling bin and placed on the curb on the day designated for collection. Labels are to be removed, if possible. Caps are to be removed and placed in the approved recycling bin and placed on the curb on the day designated for collection.
  - (c) Plastic containers made of PVC (#3), LPD (#4), PP (#5), PS (#6), and plastic containers made of other resins or multiple resins shall be rinsed and flattened, placed in the approved recycling bin and placed on the curb on the day designated for collection. Labels are to be removed, if possible. Caps

are to be removed and placed in the approved recycling bin and placed on the curb on the day designated for collection.

- (9) Steel containers shall be rinsed and flattened, placed in the approved recycling bin and placed on the curb on the day designated for collection. Labels need not be removed.

(n) Responsibilities of Owners or Designated Agents of Multiple-Family Dwellings.

Owners or designated agents of multiple-family dwellings shall do all of the following to recycle the materials specified in Section (j)(1)(e) through (o):

- (1) Provide adequate, separate containers for the recyclable materials.
- (2) Notify tenants in writing at the time of rental or lease and at least semiannually thereafter about the established recycling program.
- (3) Provide for the separation of recyclable materials from solid waste by tenants in accordance with Section (m), and the collection and delivery of the recyclable materials to a recycling facility.
- (4) Notify tenants of reasons to reduce and recycle solid waste, which materials are collected, how to prepare the materials in order to meet the processing requirements, collection methods or sites, locations and hours of operation, and a contact person or company, including a name, address and telephone number, and of the separation and proper disposal requirements of lead acid batteries, major appliances, waste oil, yard waste and waste tires in accordance with Section (l) of this Chapter.

(o) Responsibilities of Owners or Designated Agents of Non-Residential Facilities and Properties. Owners or designated agents of non-residential facilities and properties shall do all of the following to recycle the materials specified in Section (j)(1)(e) through (o) unless postconsumer waste generated in those facilities and properties is treated at a processing facility that recovers the materials specified in Section (j)(1)(e) through (o) from solid waste in as pure a form as is technically feasible.

- (1) Provide adequate, separate containers for the recyclable materials.
- (2) Provide for the collection of the materials separated from the solid waste by the users, tenants and occupants and the delivery of the materials to a recycling facility.
- (3) Notify in writing, at least semi-annually all users, tenants and occupants of the properties about the established recycling program, the reasons to reduce and recycle, which materials are collected how to prepare materials in order to meet the processing requirements, collection methods or sites, locations and hours of operation, and a contact person or company, including a name, address and

telephone number, and of the separation and proper disposal requirements of lead acid batteries, major appliances, waste oil, yard waste and waste tires in accordance with Section (l) of this Chapter.

(p) Prohibitions on Disposal of Recyclable Materials Separated for Recycling.

- (1) No person may dispose of in a solid waste disposal facility or burn in a solid waste treatment facility any of the materials specified in Section (j)(1)(e) through (o) which have been separated for recycling.

(q) Enforcement.

- (1) For the purpose of ascertaining compliance with the provisions of this ordinance, any authorized officer, employee or representative of the Village of Caledonia may inspect recyclable materials separated for recycling, postconsumer waste intended for disposal, recycling collection sites and facilities, collection vehicles, collection areas of multiple-family dwellings and non-residential facilities and properties and any records relating to recycling activities, which shall be kept confidential when necessary to protect proprietary information. No person may refuse access to any authorized officer, employee or authorize representative of the Village of Caledonia who requests access for purposes of inspection and who presents appropriate credentials. No person may obstruct, hamper or interfere with such an inspection.
- (2) Any person who violates any provision of this ordinance may be issued a citation by the Village of Caledonia. The issuance of a citation shall not preclude proceeding under any other ordinance or law relating to the same or any other matter shall not preclude the issuance of a citation under this Paragraph.
- (3) Penalties
  - (a) Any person who violates Section (q)(1) may be required to forfeit not less than \$50 nor more than \$1,000 for each violation, plus costs of prosecution.
  - (b) Any person who violates any provision of this ordinance except Section (q)(1), may be required to forfeit \$50 for a first violation, \$200 for a second violation and not more than \$2,000 for a third or subsequent violation, plus costs of prosecution.

## **Chapter 9**

### **Recycling**

**Section 1: Preamble.** This municipality has heretofore, pursuant to 159.09, Wis. Stats., designated Chippewa County as the responsible unit of government. The Chippewa County Board of Supervisors adopted Chapter 13 of the general Code of Ordinances titled "Chippewa County Responsible Unit Recycling Ordinance" to establish rules for the implementation of recycling in the Chippewa County responsible unit areas.

Section 13.09 of the Chippewa County ordinance requires that local municipalities, singularly or joint, establish a system of regularly scheduled collection of recyclables and/or establish a drop off center for the receipt of the recyclables and adopt a companion ordinance consistent with Chapter 13 which shall include rules and procedures for the preparation and collection of separated materials. The purpose of this ordinance is to set forth the rules and procedures for this municipality.

#### **Section 2: Definitions.**

A. The definitions of Chippewa County Ordinance 13.04 are hereby adopted by reference and made a part hereof.

B. Recyclable materials means the following:

- (1) Lead acid batteries
- (2) Major appliances
- (3) Waste oil
- (4) Yard waste
- (5) Aluminum containers
- (6) Bi-metal containers
- (7) Corrugated paper or other container board
- (8) Glass containers
- (9) Magazines and other materials printed on similar paper
- (10) Newspaper and other materials printed on newsprint
- (11) Office paper
- (12) Rigid plastic containers, made of PETE (#1) & HDPE(#2)
- (13) Steel containers
- (14) Waste tires

C. Municipality means the Town of Tilden, Chippewa County, Wisconsin.

#### **Section 3: Mandatory Separation of Recyclables.**

A. Mandatory Separation. All persons generating or possessing recyclable materials, including occupants of single family and two-four unit residence, multi-family dwellings, and non-residential facilities and properties, shall separate recyclable materials from



garbage and refuse.

B. Disposal of Recyclable Material. All recyclable materials under this ordinance shall be delivered to a recycling center designed to receive and collect same, either by the person generating or possessing recyclables, designated agents, or licensed haulers.

C. Recyclable materials, except yard waste, shall be transported by the owner or the owner's designee or hauler to a recycling center designated to receive and collect same. Yard waste as described in 13.04(33) of the County Ordinance may be delivered to a recycling center and managed on site in accordance with this municipality's guidelines or land spread at an approved location in accordance with NR518 Wisconsin Administrative Code.

#### **Section 4: Rules and procedures for recycling center use.**

This municipality has established a drop-off center for the receipt of recyclables located at the Tilden Town Hall.

A. Hours. The recycling center shall be open and available for business on the following days: Saturday during the following hours: 8 a. m. to 1 p.m.

B. Deposit. The recycling center shall provide individual containers for each type of recyclable materials. Deposits shall be made to the appropriate container. No deposits of garbage or refuse shall be made in the recycling bins. Garbage or refuse shall be placed in its own appropriate container.

C. Condition of recyclables. Depositors to the recycling center shall deposit recyclable materials in condition prescribed by the center manager, including:

1. All recyclable materials shall be rinsed and reasonably clean and free of food and refuse.

#### **Section 5: Rules and procedures for curbside pick-up.** This municipality authorizes haulers to implement a recyclable schedule of curbside pick-up for recyclable material as subject to the following:

A. Collection Schedule. Each hauler shall establish a regular schedule for collection for solid waste and recyclable materials. The schedule shall be delivered to each of the hauler's customers and the municipal clerk.

B. Containers. Each hauler shall prescribe specifications for containers and placement of the containers. The hauler may provide containers or require the owner to secure same according to hauler designation.

C. Hauler's Charges. Each hauler shall, at the time of license application, file with the municipal clerk, a schedule of solid waste and recyclable collection charges to be in effect for the license year.

**Section 6: Scavenging.**

A. No person may enter the recycling facility and take possession of any recycling materials without the express consent of the center manager.

B. No person shall enter the property of another and take possession of any recyclable materials without the expressed consent of the property owner.

**Section 7: Special Multi-family and Non-Residential Provisions.** Section 13.06 of the Chippewa County General Code of Ordinances is hereby adopted by reference and made a part hereof.

**Section 8: Large outdoor events.** Section 13.07 of the Chippewa County General Code of Ordinances is hereby adopted by reference and made a part hereof.

**Section 9: Parks, Waysides, Ballfields and Recreational Areas.** Section 13.08 of the Chippewa County General Code of Ordinances is hereby adopted by reference and made a part hereof.

**Section 10: Dumping.** It shall be unlawful for any person to dispose of or dump garbage, refuse or recyclable materials in any roadway, street, alley, or other public place within this municipality or in any receptacle or on private property of another without the owner's expressed consent.

**Section 11: Hauler provisions.**

A. Hauler restrictions. Haulers may not dispose in a landfill or burn in a solid waste facility any recyclable materials generated in this municipality that have been separated for recycling. Haulers have a right to reject and leave uncollected any recyclable materials that are not separated in accordance with the specifications of this ordinance or by the Chippewa County Ordinance Chapter 13.

B. Reporting. Recycling haulers are required to maintain records and report in writing to the municipal clerk and County Solid Waste Coordinator at such times as designated by the County Solid Waste Coordinator, but not less than quarterly. The report shall include the amount of solid waste and recyclables collected and transported from the municipality, the amount of solid waste and recyclables processed and/or marketed by item type, and the final disposal location of solid waste and recyclable materials. Failure to make such records shall be a cause for the municipality to revoke the license or sever

any contract with the hauler.

C. Volume Based Rates. Each hauler shall provide volume based rate schedule for garbage service to be assessed on a per container basis with the base level of service not to exceed one 45 gallon container per week. The schedule and any revisions thereof shall be filed with the municipal clerk and County Solid Waste Coordinator prior to implementation or revision of said schedule.

#### **Section 12: License.**

A. DNR License. No person shall engage in the business of hauling recyclables within this municipality without being licensed by the Department of natural Resources under Section NR502.06 of the Wisconsin Administrative Code.

B License. No person shall engage in the business of hauling recyclables or solid waste within this municipality without a municipal license.

C. Each Hauler shall pay an annual municipal license fee of \$10.00. The fee is for a calendar year and is not refundable. Application for license shall be made on or before December first prior to the license year, except that for 1994, the license application shall be made within 30 days after passage of this ordinance. License or permit fees paid pursuant to other ordinances or resolution shall not be a credit to the fee required by this ordinance.

#### **Section 13: Miscellaneous Provisions.**

A. Abrogation and Greater Restrictions. It is not intended by this ordinance to repeal, abrogate, annul, impair or interfere with any existing rules, regulations, ordinances or permits previously adopted or issued pursuant to law. However, whenever this ordinance imposes greater restrictions, the provisions of this ordinance shall apply.

B. Interpretation. In their interpretation and application, the provisions of this ordinance shall be held to be the minimum requirements and shall not be deemed a limitation or repeal of any other power granted by the Wisconsin Statutes. Where any terms or requirements of this ordinance may be inconsistent or conflicting, the more restrictive requirements or interpretation shall apply. Where a provision of this ordinance is required by Wisconsin Statutes, or by a standard in Chapter NR544, Wisconsin Administrative Code, and where the ordinance provision is unclear, the provision shall be interpreted in light of the Wisconsin Statutes and the Chapter NR544 standards in effect on the date of the adoption of this ordinance, or in effect on the date of the most recent text amendment to this ordinance.

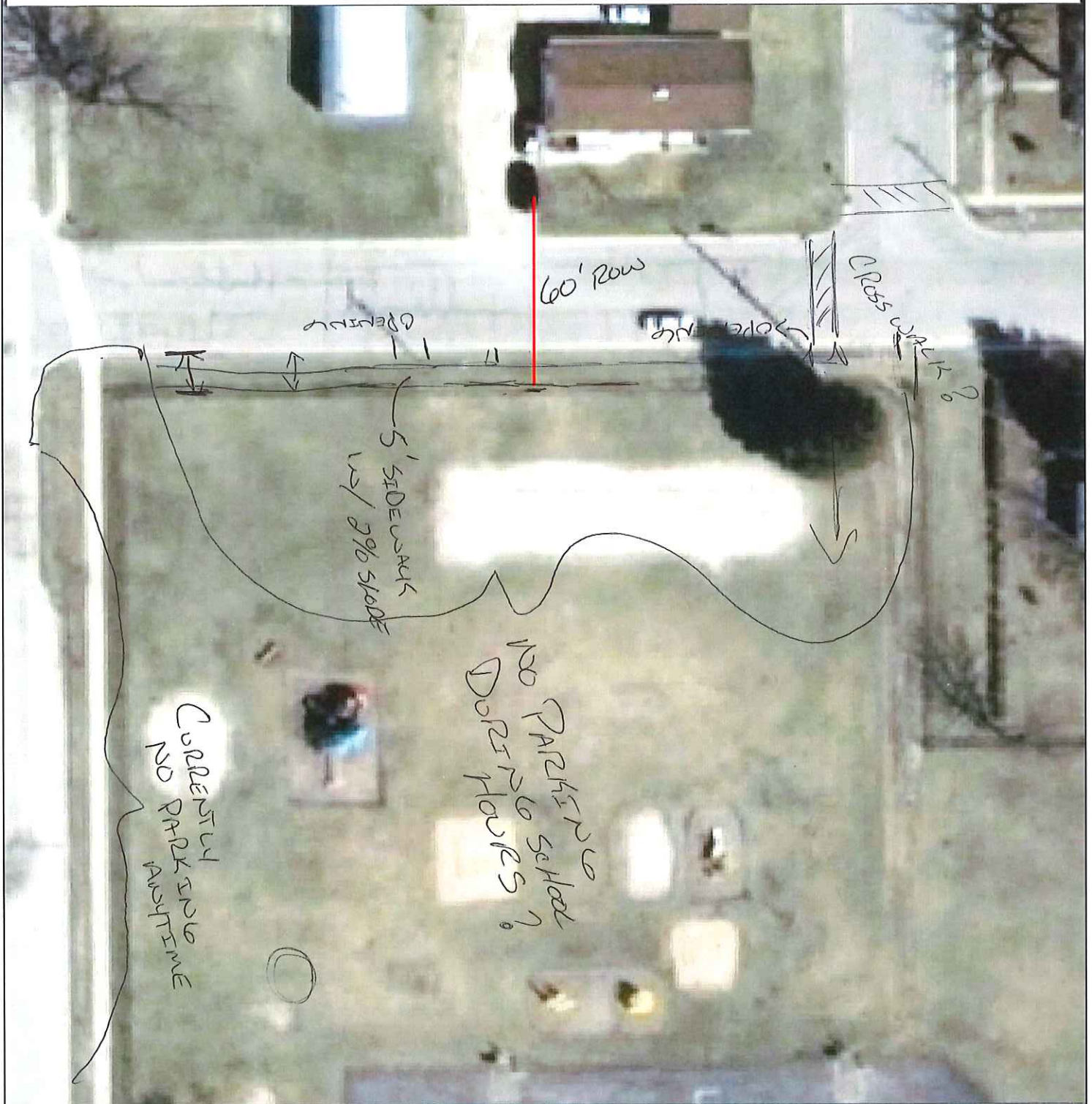
I will put this on the agenda for the next Public Works Committee. I would like to talk about this project with yourselves on site to take a few measurements and see what can and cannot be done. Some things to keep in mind would be the width will have to be five feet with less than a two percent slope to comply with ADA. Also, I want to look at the green space left after to see if it would be adequate for snow loading and buffer. If there is a good time to meet up in the near future to discuss some of these concerns, please let me know. Any questions please feel free to give me a call.

We are planning to put a sidewalk in on Meadow Ln. from 3rd St. to the white house (that sits approximately in the middle of the school block).

Wondering if we can put more than one entry/exit from the road to the sidewalk? So, when parents drop off their student they have multiple drop off points (students have more than one path to get to the sidewalk from the road). Mitch, you may have to provide Kirk a drawing ...

Obviously, as we move forward, we will be in touch. I've cc'ed our new Director of Facility Management, Mr. Jerry Zamzow, on this email, so you are able to connect.

<Title>



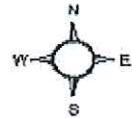
McMAHON  
ENGINEERS ARCHITECTS

#### Utilities Data

- |               |                  |              |
|---------------|------------------|--------------|
| Water Main    | Hydrant          | Catch Basin  |
| Storm Main    | Storm Manhole    | System Valve |
| Sanitary Main | Sanitary Manhole | Outlet       |
| Curbels       | Record Drawings  |              |

#### Land Base Data

- |            |                 |                    |
|------------|-----------------|--------------------|
| Water Body | Pin & Owner     | Municipal Boundary |
| Roads      | Parcel Boundary | Contour Interval   |



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07/21/2016  
Scale 1:500



<Title>

Repair correctly.








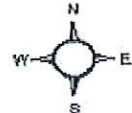
**McMAHON**  
ENGINEERS ARCHITECTS

#### Utilities Data

	Water Main		Hydrant		Catch Basin
	Storm Main		Storm Manhole		System Valve
	Sanitary Main		Sanitary Manhole		Outlet
	Cutouts		Record Drawings		

#### Land Base Data

	Water Body		Parcel Boundary		Municipal Boundary
	Roads		Contour Interval		



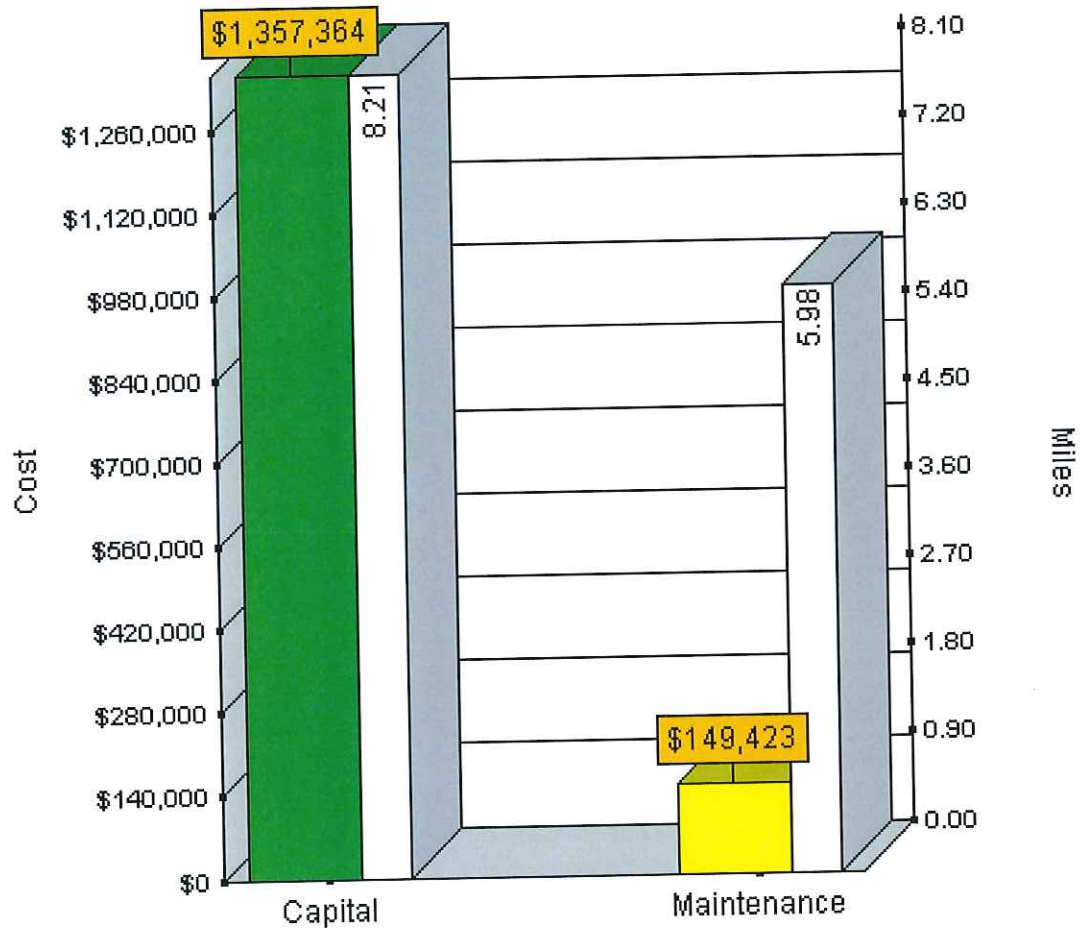
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07/28/2016  
Scale 1:500

# Rudimentary Needs Analysis

## Village of Winneconne

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- 0.00% of needs attributed to this year's data
- 100.00% of needs attributed to one year old data
- 0.00% of needs attributed to two year old data
- 0.00% of needs are potentially unreliable - Rating Data > 2 years old
- 0.00% of needs are estimated - No Data
- 0.00% of needs are estimated - Data Too Old (> 5 years old)

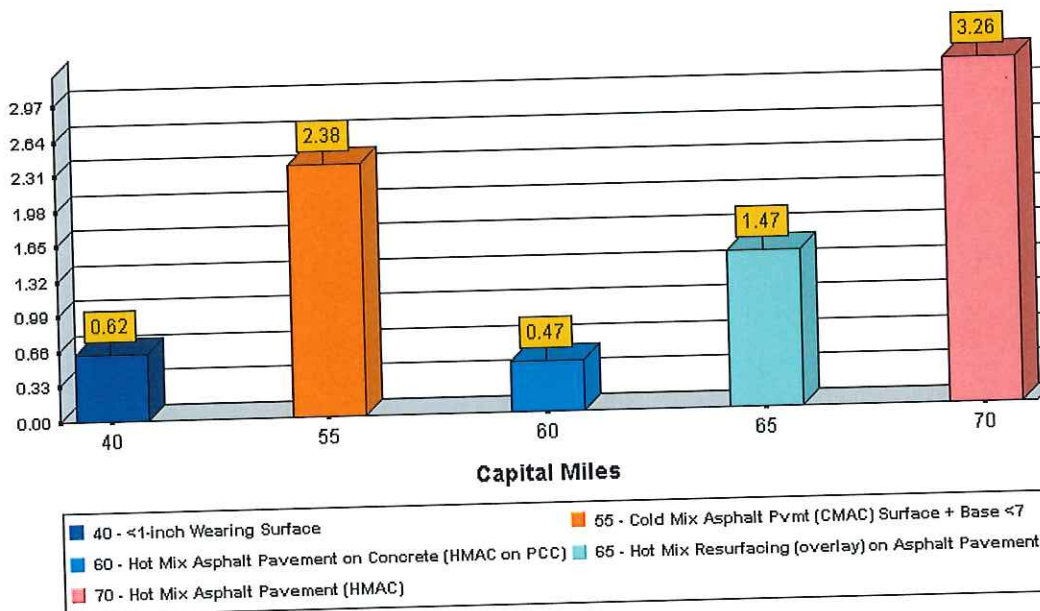
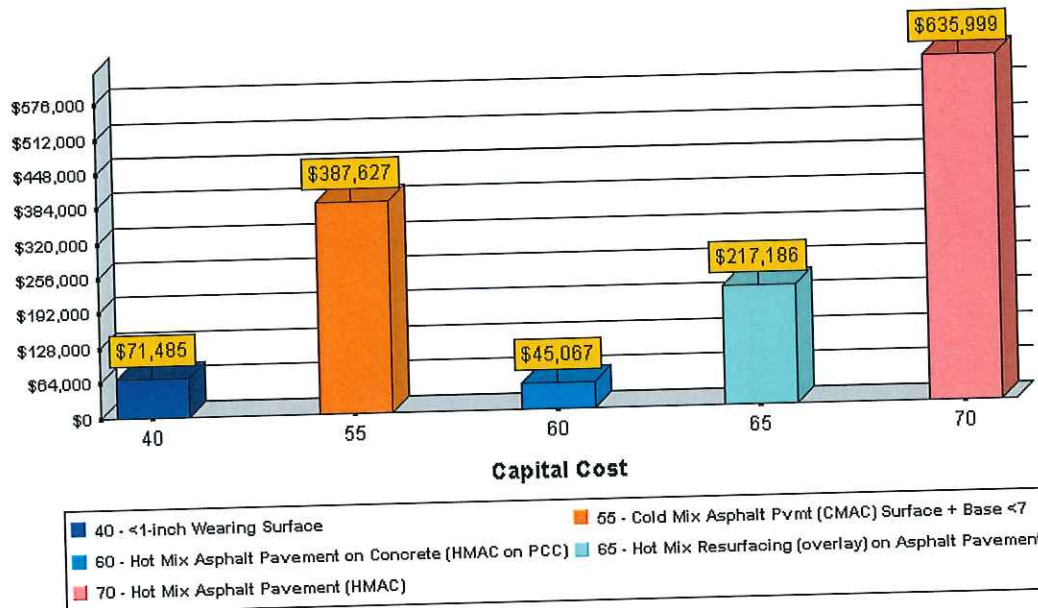
*\*\*The information shown is based on actual data. Pavement sections without actual rating data were not included in this analysis. There are 18.44 miles of rated roadways and 0.00 miles of unrated roadways. Please note that mileage listed with the graph shown above is the portion of the rated roadway miles indicating need (designated as capital or maintenance).*



# Rudimentary Needs Analysis Sorted by Pavement Type

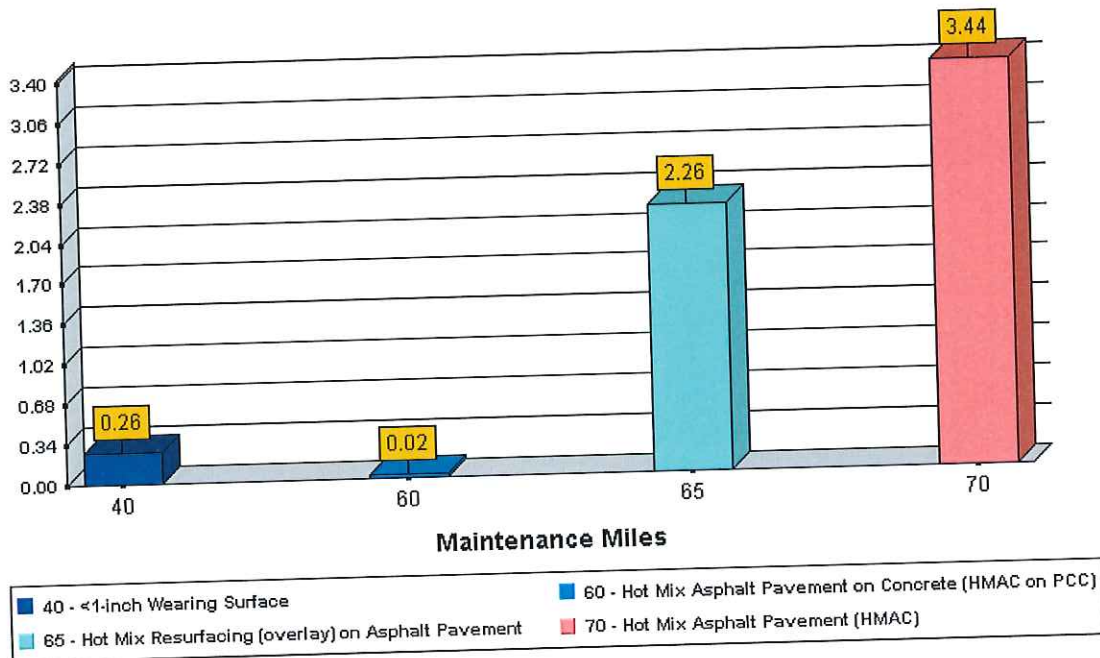
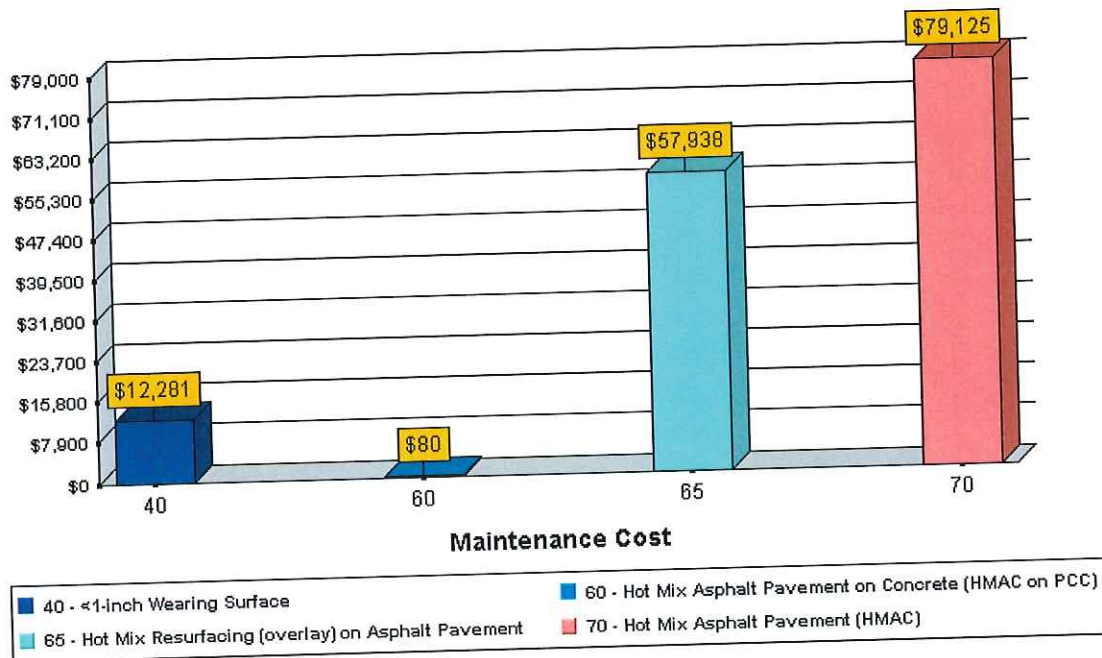
## Village of Winneconne

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*\*\*The information shown is based on actual data. Pavement sections without actual rating data were not included in this analysis.*

*There are 18.44 miles of rated roadways and 0.00 miles of unrated roadways. Please note that mileage listed with the graph shown above is the portion of the rated roadway miles indicating need (designated as capital or maintenance).*



*\*\*The information shown is based on actual data. Pavement sections without actual rating data were not included in this analysis.*

*There are 18.44 miles of rated roadways and 0.00 miles of unrated roadways. Please note that mileage listed with the graph shown above is the portion of the rated roadway miles indicating need (designated as capital or maintenance).*





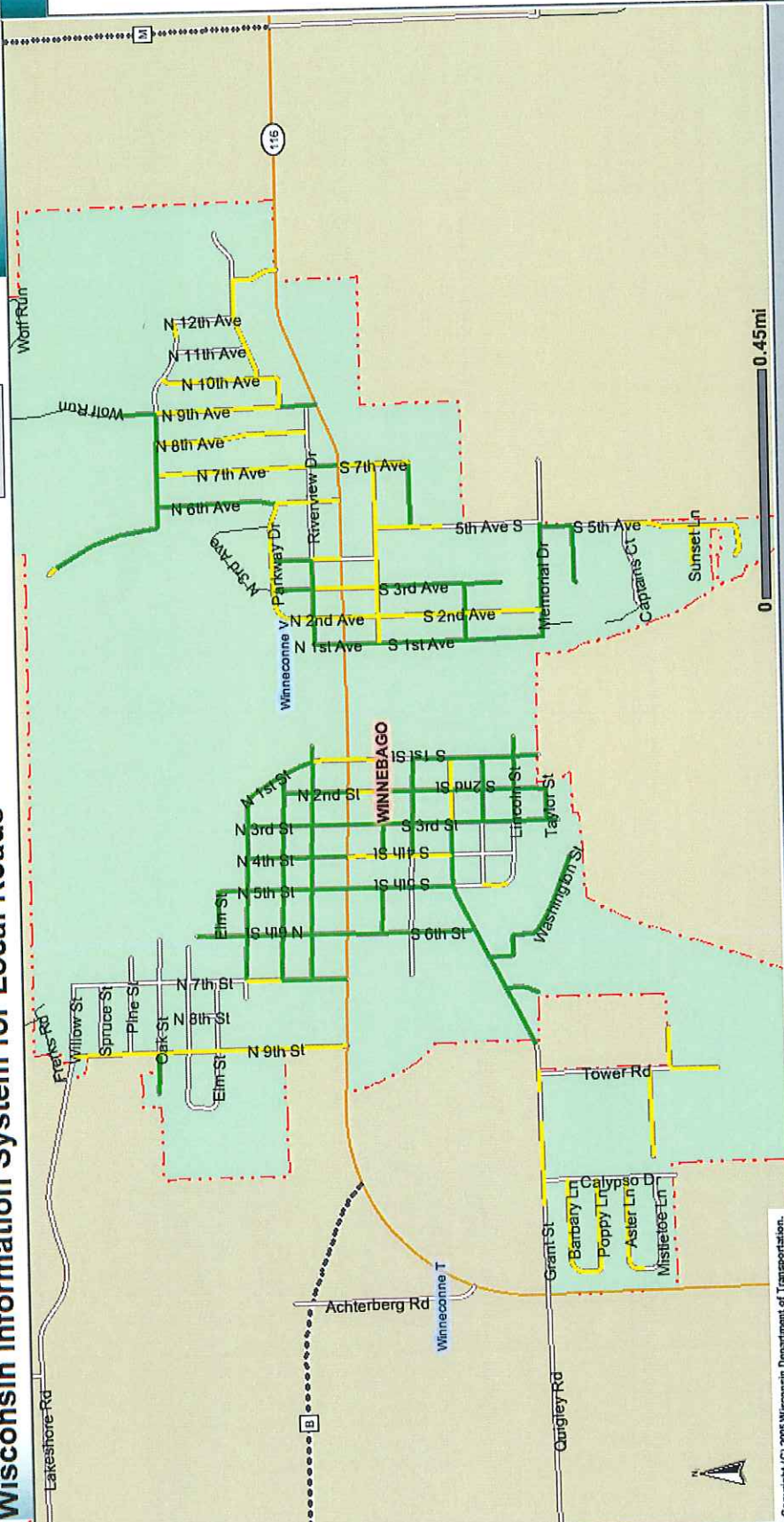
# Wisconsin Information System for Local Roads

Close Map

Layers Legend

Rudimentary Needs Analysis

- Capital
- Maintenance
- Railroads
- Local Roads
- Country Trunk Hwy
- Municipal/Local Roads
- Country Forest Roads
- Other County Roads
- Ineligible Roads
- Statistical Road
- CTH
- Country Trunk Hwy
- STN and Ineligible
- Interstate Highway
- US Highway
- US Connecting Highways
- State Trunk Highway
- STN Connecting Highways
- On/Off Ramp
- Connector
- Frontage Road
- Wayside
- Rest Area
- Weigh Station
- CVT
- City
- Town
- Village
- Counties



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Clear Features before using other functionalities.

# Rudimentary Needs Analysis

## Village of Winneconne

Rating	Roadway Name	Maint. Cost	Capital Cost
2	N 1st Ave	0.00	21251.68
3	S 1st Ave	0.00	67894.55
6/2/3	N 1st St	2343.33	35604.63
2/3/8/7	S 1st St	781.11	27184.86
6	N 2nd Ave	3486.00	0.00
6/7	S 2nd Ave	9192.00	0.00
3/1	N 2nd St	0.00	24666.51
4/3/2/6	S 2nd St	3576.67	40167.85
3/7	N 3rd Ave	634.00	8059.42
5/4	S 3rd Ave	3515.00	59063.66
2/1	N 3rd St	0.00	52577.12
3/2/4	S 3rd St	0.00	63605.24
4/5/8	N 4th Ave	2853.00	6464.31
1	N 4th St	0.00	19669.48
9/5	S 4th St	5866.67	0.00
7/8/1/2	S 5th Ave	11802.18	10066.51
1/2	N 5th St	0.00	52123.72
7/8/3	S 5th St	293.33	22318.01
5/6/4	N 6th Ave	4509.33	27495.75
3/2/1	N 6th St	0.00	44990.93
3	S 6th St	0.00	25517.80
5/4	N 7th Ave	12672.00	7179.70
5	S 7th Ave	6290.00	0.00
9/5/4	N 7th St	2055.56	10863.76
5	N 8th Ave	13464.00	0.00
4/5	N 9th Ave	14190.00	28178.38
6/5	N 9th St	11018.33	0.00
7	N 10th Ave	2293.11	0.00
7	N 13th Ave	928.00	0.00
1/3/6	Adams St	2960.00	45826.77
7	Aster Ln	2112.00	0.00
7	Barbary Ln	1994.67	0.00
8/3/4	Birch St	0.00	34169.23

*\*\*The information shown is based on actual data. Pavement sections without actual rating data were not included in this analysis.*

*There are 18.44 miles of rated roadways and 0.00 miles of unrated roadways.*

4/1/10	Cleveland St	0.00	31336.18
1	Division St	0.00	70794.24
9/1	Elm St	0.00	9831.44
6	Enterprise Rd	4090.89	0.00
7/4/3	Grant St	4043.12	45066.96
7	Harbor Point Ct	493.33	0.00
7	W Industrial Rd	562.67	0.00
3	Ingersoll Rd	0.00	8075.75
9/3/4	Jefferson St	0.00	12026.98
3/9	Lincoln St	0.00	14015.70
5/6/7	Meadow Ln	6659.56	0.00
2/3	Memorial Dr	0.00	43845.66
9/3	Oak St	0.00	9621.60
5	Old Orchard Rd	0.00	18703.04
6/7	Parkway Dr	3852.67	0.00
4/3	Pleasant Dr	0.00	16142.68
7	Poppy Ln	2218.00	0.00
1/3/4	Prospect St	0.00	92215.05
8/2/3	Riverview Dr	0.00	47725.60
5	Sunset Ln	3034.72	0.00
4	Taylor St	0.00	5538.34
6/10	Tower Rd	2314.22	0.00
6	Twin Harbor Ct	565.33	0.00
1/2/7/8	Twin Harbor Dr	316.00	152285.08
3	Washington St	0.00	32077.34
7	Wentzel Dr	2442.67	0.00
	<b>Total</b>	<b>\$149,423.47</b>	<b>\$1,357,363.90</b>

Table 4-10: Water System Improvement Costs

Improvements 2016-2018		Estimated Cost
<b>Water Meter Replacement</b>		
2016 - Minimum 20% Meter Replacement		\$20,000
2017 - Minimum 20% Meter Replacement		\$20,000
2018 - Minimum 20% Meter Replacement		\$20,000
<b>Subtotal</b>		<b>\$60,000</b>
<b>Well No. 2 WTP Upgrades</b>		
New Treatment System & Installation		\$710,000
MCC/Electrical System/SCADA Upgrades		\$259,000
Well Pump and Booster Pump Improvements		\$56,000
Engineering & Contingencies (30%)		\$308,000
<b>Subtotal</b>		<b>\$1,333,000</b>
<b>Well No. 1 WTP Upgrades</b>		
Well Pump and Booster Pump Improvements		\$73,000
PLC/SCADA Upgrades		\$26,000
Engineering & Contingencies (30%)		\$30,000
<b>Subtotal</b>		<b>\$129,000</b>
<b>Distribution System Improvements</b>		
Install new 12-inch PVC water main in STH 116/Main St from 1st St. to Grant. St - 6,800 feet (\$120/ft)		\$816,000
Install new 12-inch PVC water main in Grant St from STH 116 to Calypso Dr - 1,200 feet (\$120/ft)		\$144,000
Engineering & Contingencies (30%)		\$288,000
<b>Subtotal</b>		<b>\$1,248,000</b>
<b>TOTAL 2016-2018</b>		<b>\$2,770,000</b>
Improvements 2019-2025		Estimated Cost
<b>Water Meter Replacement</b>		
2019 - Minimum 15% Meter Replacement		\$15,000
2020 - Minimum 15% Meter Replacement		\$15,000
<b>Subtotal</b>		<b>\$30,000</b>
<b>Distribution System Improvements</b>		
Replace 6-inch main with new 8-inch PVC water main in South 5th Ave. from Meadow Ln. South to end of existing main - 650 feet (\$100/ft)		\$65,000
Replace 6-inch main with new 8-inch PVC water main in North 9th Ave. from Wentzel Dr. to Twin Harbors Dr. - 1,300 feet (\$100/ft)		\$130,000



Distribution System Improvements cont.	
Install new 8-inch PVC water main in South 5th Ave. from Old Orchard Rd. to Green Wing Dr. - 1,700 feet (\$100/ft)	\$170,000
Install new 8-inch HDPE water main - Horizontal Directional Drill under canal - from Steamboat Ct. to Admirals Way - 350 feet (\$300/ft)	\$105,000
Replace existing 4-inch main with new 8-inch PVC water main in Elm St. from N. 6th St. to N. 5th St. - 450 feet (\$100/ft)	\$45,000
Replace existing 4-inch main with new 8-inch PVC water main in N. 5th St. from Birch St. to Elm St. - 300 feet (\$100/ft)	\$30,000
Engineering & Contingencies (30%)	\$164,000
<b>Subtotal</b>	<b>\$514,000</b>
New 0.25 MG Elevated Storage Tank	
New 0.25 MG Elevated Storage Tank	\$1,000,000
New Altitude Valve	\$40,000
Engineering & Contingencies (30%)	\$312,000
<b>Subtotal</b>	<b>\$1,866,000</b>
<b>TOTAL 2019-2025</b>	<b>\$2,410,000</b>

## Water Treatment Capital Improvement Plan

Recommended Distribution Improvements per MSA Well Study 2016

### III. DISTRIBUTION SYSTEM IMPROVEMENTS

Upcoming planned distribution system improvements are given in Table 4-8 and are based upon the reconstruction of STH 116 in 2017-2018.

Table 4-8: Current Planned Distribution Improvements – 2016-2018

NAME	LOCATION	DIAMETER	LENGTH (Feet)	IMPROVEMENT
STH 116/Main St	From 1st Street to Grant St.	12-inch PVC	6,800	Improve Reliability to Southwest
Grant St.	From STH 116 to Calypso Dr.	12-inch PVC	1,200	Improve Reliability to Southwest
South 5th Ave (1)	From Meadow Ln. South to the End of the Existing Main	8-inch PVC	650	Replace Main that has had Significant Breaks/Leaks
North 9th Ave	From Wentzel Dr. to Twin Harbor Dr.	8-inch PVC	1,300	Replace Main that has had Significant Breaks/Leaks
South 5th Ave (2)	From Old Orchard Rd. to Green Wing Dr.	8-inch PVC	1,700	Improve Reliability in Southeast and improve fire flows
Canal Crossing	From Steamboat Ct. to Admirals Way	8-inch HDPE	350	Improve Reliability in Southeast and improve fire flows
Elm Street	From N. 6th St. to N. 5th St	8-inch PVC	450	Replace undersized main
N 5th Street	From Birch St. to Elm St.	8-inch PVC	300	Replace undersized main

### IV. OVERALL WATER SYSTEM IMPROVEMENTS

The overall capital improvements mentioned above are illustrated in Figure 4-1. The resulting peak hour demand pressures and available fire flow adequacy are illustrated in Figures 4-2 and 4-3 respectively. The estimated costs for those improvements are given in Table 4-10.

Village of Winneconne  
Capital Projects Detail Overview  
For the Years 2016 through 2020

	2016	2018	2019	2020	
<b>Streets</b>					
<b>RECONSTRUCTION</b>					
Main Street Reconstruction (WISDOT Project)		\$ 1,460,837.00			Reconstruct, w/ curb and gutter
S. 3rd St (Main to Adams)		\$ 135,708.00			Reconstruct, w/ curb and gutter
S. 4th St (Main to Adams)		\$ 198,419.00			Full Reconstruct
Twin Harbor (Twin Harbor Court to N. 9th Ave)			\$ 479,820.00		Full Reconstruct
N. 6th Ave (Twin Harbor to Riverview)				\$ 602,031.00	
<b>MAINTENANCE</b>					
Adams Street (S. 3rd to S. 4th St.)	\$ 19,250.00				Pulverize. Grade, Compact, Storm, Shoulder, Pave
Adams Street (S. 5th to S. 6th St.)	\$ 16,075.00				Pulverize. Grade, Compact, Storm, Shoulder, Pave
Green Wing (S. 5th Ave to Cul de Sac)					Wedge, Shoulder, Chip Seal
S. 5th Ave (Memorial to Green Wing)	\$ 24,067.00				Chip Seal
N. 3rd Ave (Main to Parkway)	\$ 20,100.00				Chip Seal
Old Orchard (S. 5th Ave to S. 7th Ave)	\$ 3,935.60				2" Mill and Overlay
N. 7th Street (E. Main to Birch)	\$ 3,935.60				2" Mill and Overlay
N. 1st St. (E. Main to Prospect)	\$ 3,935.60				2" Mill and Overlay
S. 1st St. (Adams to Channel)	\$ 3,935.60				2" Mill and Overlay
S 3rd Street (Grant St. to Adams St.)	\$ 17,000.00	\$ 44,800.00			
Grant St. (S. 3rd to Marble Park Trail)		\$ 38,250.00			
Grant St. (Main St. to S. 3rd St.)			\$ 38,675.00		
N. 7th Ave (Riverview to Twin Harbor)				\$ 40,800.00	
N. 9th Ave (Riverview to Twin Harbor)					
<b>Total Streets</b>	\$ 63,845.00	\$ 52,325.00	\$ 1,878,014.00	\$ 518,495.00	\$ 63,845.00
<b>Facilities</b>					
Front Window/repairs	\$ 15,000.00	\$ 29,000.00		\$ 10,000.00	
HVAC improvements		\$ 10,000.00			
LED Light Upgrades	\$ 17,236.00				
<b>Total Facilities</b>	\$ 32,236.00	\$ 39,000.00	\$ -	\$ 10,000.00	\$ -
<b>Public Works</b>					
New Radios	\$ 18,000.00	\$ 1,500.00		\$ 1,500.00	
Computer Upgrades					
TRENCH BOX	\$ 6,550.00				
AEROIL TAR KETTLE		\$ 25,000.00		\$ -	
CHIPPER BANDIT MODEL 90			\$ 17,000.00		
1975 SULLAIR 185 COMPRESSOR		\$ 19,000.00		\$ 50,000.00	
1988 CHEVY MANLIFT BOOM TRUCK				\$ 129,000.00	
2010 International Dump Truck				\$ 5,000.00	
Misc. Equipment	\$ 6,313.00				
<b>Covered Storage area (outside material and equipment storage)</b>	\$ 14,000.00				
<b>Total Public Works</b>	\$ 12,863.00	\$ 76,000.00	\$ 135,500.00	\$ 67,000.00	\$ 1,500.00

Sewer Utility  
 Seal Coating Asphalt Driveway (Johnson Bldg)  
 MNMI Utility Design  
 Seal Coating Asphalt Driveway (WWTF)  
 Dehumidifier for Raw Pumps  
 Brit Chamber Valve Actuator

\$ 525.00  
 \$ 22,000.00 \$ 15,000.00 \$ 15,000.00 \$ 8,000.00  
 \$ 5,200.00

Main Street Reconstruction (WISDOT Project)  
 S. 3rd St (Main to Adams)  
 S. 4th St (Main to Adams)  
 Twin Harbor (Twin Harbor Court to N. 9th Ave)  
 N. 6th Ave (Twin Harbor to Riverview)

Total Sewer Utility	\$ 22,525.00	\$ 20,200.00	\$ 15,000.00	\$ 8,000.00	\$ -
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Water Utility  
 Well #1 Security Fencing  
 Well #2 Security Fencing  
 Well #1 Upgrade  
 Well #2 Upgrade  
 MSA Well Study/Engineering  
 Elevated Tower Mixers  
 Tower Security Fencing

\$ 8,200.00  
 \$ 9,141.00 \$ 129,000.00 \$ 1,333,000.00  
 \$ 10,601.00 \$ 11,000.00 \$ 18,000.00 \$ 8,000.00  
 \$ 49,220.00  
 \$ 9,000.00

Main Street Reconstruction (WISDOT Project)  
 S. 3rd St (Main to Adams)  
 S. 4th St (Main to Adams)  
 Twin Harbor (Twin Harbor Court to N. 9th Ave)  
 N. 6th Ave (Twin Harbor to Riverview)

Total Water Utility	\$ 10,601.00	\$ 86,561.00	\$ 147,000.00	\$ 1,341,000.00	\$ -
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## PUBLIC WORKS PERMIT FOR VILLAGE OF WINNECONNE

Version 2015

Application Review Fee \$25.00

p# 8044

Date: 10-3-16

Property Address: 411 S. 3rd St

To each copy of the application:

1. Attach map or sketch detailing the work to be conducted including; existing facilities, buildings, ditches, culverts, streets, sidewalk, etc as well as indicating the work to be conducted. Also provide distances to points of reference (street, property line, building, curb, etc).
2. Include with the map or sketch, appropriate topographical information in order for the application to be properly viewed.
3. Attach insurance certificate.
4. If excavating within the street, provide \$10,000 Street Bond made payable to Village of Winneconne.

## UTILITY ACTIVITY (check appropriate box):

☐ Electric    ☐ CATV    ☐ Telephone    ☐ Gas    ☐ Underground    ☐ Water or Sewer Service Lateral

## TYPE OF PRIVATE WORK (check appropriate box):

☐ Forestry    ☐ Sidewalk    ☒ Driveway    ☐ Mailbox    ☐ Right-of-Way  
☐ House Moving    ☐ Ditching    ☐ Culvert    ☐ Place Fill    ☐ Private Well

The Applicant shall save and hold harmless the Village of Winneconne, its officers, employees, agents, and all governmental contractors and subcontractors of the Village of Winneconne from actions of any nature whatsoever which arise out of or are concerned with, or are claimed to arise out of or be connected with any of the work performed by the Applicant, or the construction or maintenance of facilities by the Applicant, pursuant to this permit or any other permit issued by the Village for excavation on any street, sidewalk or right-of-way in the Village; including without limiting the generality of the foregoing, all liability, damages, loss, expenses, claims, demands, and actions on account of personal injury, death, or property loss to the Village, its officers, employees, agents, contractors, or subcontractors; to the Applicant, its employees, agents, contractors or subcontractors; or to any other persons, whether based upon, or claimed to be based upon, statutory including, without limiting the generality of the foregoing, worker's compensation, contractual, tort, or whether or not caused or claimed to have been caused by active or inactive negligence or other breach of duty by the Village, its officers, employees, agents, contractors, or subcontractors.

The Applicant agrees to, at its own expense, investigate all such claims and demands, attend to their settlement or other disposition, defend all actions based thereon and pay all attorney's fees and all costs and expenses of any kind arising from any such liability, damage, loss claims, demands and actions. Any transfer, whether voluntary or involuntary, of ownership or control of any property constructed, placed or operated by or on behalf of the Applicant that remains on the Village's property or right-of-way pursuant to this permit, shall not release Applicant from any of the indemnification requirements of this permit, unless the Village is notified of such transfer in writing.

Notwithstanding the foregoing, the applicant remains subject to the payment of actual cost of repair for intentional or negligent damage to any property, lines, structures, or facilities damaged, harmed, or left unfinished or incomplete by the Applicant, or on the Applicant's behalf, pursuant to this permit or any other permit issued by the

Village for location of property, lines or facilities on street right-of-way, and remains subject of payment for losses due to personal injury or death resulting from negligence by the Applicant or on the Applicant's behalf.

Lynda Angell 10-3-16  
Applicant's Signature Date

Lynda Angell  
Name of Applicant (Please Print)

PO Box 462  
Mailing Address

920-379-6866  
Telephone Number

Winneconne, WI 54986  
Village (city), State, Zip Code

lynda.angell@charter.net  
E-mail

Note:

It is understood and agreed that approval of this Application is subject to the applicant's full compliance with all relevant Wisconsin Statutes, Village ordinances, and rules and regulations of other jurisdictional agencies which may be more restrictive than those set forth in the Wisconsin Department of Transportation Utility Accommodation Policy.

This permit is valid for the period of one (1) year from the date of issuance and the work shall be completed within that timeframe, unless written time extension approval is obtained from the Village of Winneconne.

**FOR VILLAGE USE ONLY**

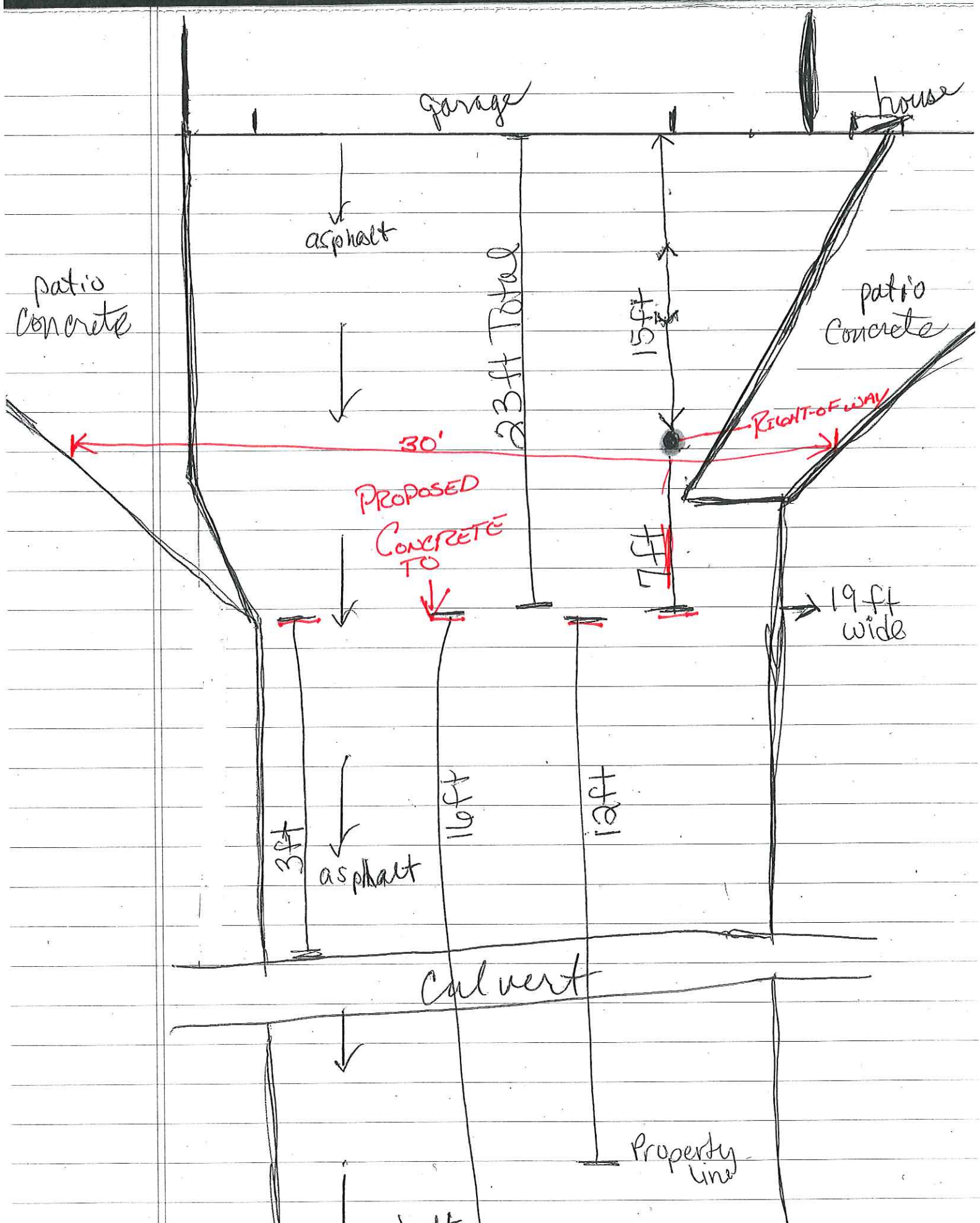
Date Approved: \_\_\_\_\_ Permit Number: 2016-085

The Applicant shall contact Digger's Hotline not less than three (3) working days prior to the commencement of the permitted work to arrange for a representative to locate and mark any existing utilities: (800) 242-8511.

SPECIAL INSTRUCTIONS:

\_\_\_\_\_  
Public Works Director Approval







<Title>



**Utilities Data**

- Water Main
- Storm Main
- Sanitary Main
- Culets
- Hydrant
- Storm Manhole
- Sanitary Manhole
- Catch Basin
- System Valve
- Outlet
- Record Drawings

**Land Base Data**

- Water Body
- Parcel Boundary
- Municipal Boundary
- Roads
- Contour Interval

North Arrow

09/20/2016  
Scale 1:500

QUOTE



N7295 Winnebago Drive Fond du Lac, WI 54935

920-904-5579

[doug@sabelmechanical.com](mailto:doug@sabelmechanical.com)

**DATE: 9/26/16**

**QUOTE #: 5049**

<b>SEND TO</b>
Winneconne WWTP

Date	Job	Payment Term	QUOTE EXPIRES
9/26/16	Parkson Rotopress	30 DAYS	30 DAYS

QTY	DESCRIPTION	UNIT PRICE	LINE TOTAL
	<p>Sabel Mechanical LLC will supply one new Rotopress 316 Stainless Steel Unit, with motor, reducer, auger, lower basket. Doesn't include inlet chute, discharge piping, controls, solenoid valve, these items will be reused. Removal and cleaning of old unit to see what was the issue were, and installation of new unit to be on a Time and Materials Basis.</p> <p>After final review of unit, motor and reducer are shot, gears are grinding, seals are out, need to be replaced. The outside diameter of the auger is wore extremely bad, auger would need to be built back up with stainless and need to be machined back to tolerances. The stainless basket would need to have the stainless wears strip replaced, but would not help since the auger has had so much play in it, it wore down and grooved the inside of the basket paper thin. Our recommendation would be to purchase a new unit, by the time we rebuilt the old unit, it would be slightly less than the new unit, and still have an old basket and auger. In about the same time frame of ordering a new unit.</p> <p>Attached to the email are pictures of the unit.</p>		\$32831.27

PAST DUE AMOUNTS ARE SUBJECT TO A FINANCE CHARGE AT THE MAXIMUM RATE ALLOWED BY STATE. REASONABLE COLLECTION FEES AND ATTORNEY FEES WILL BE ASSESSED TO ALL ACCOUNTS PLACED FOR COLLECTION

SUBTOTAL	\$
SALES TAX	\$ NIC
TOTAL	\$32831.27



Pictures of Roto Press and Fine Screen

Auger



Screen



Screen



John R Bartow  
WinHaven Consulting & Services  
PO Box 130  
Winneconne, WI 54986  
9/16/2016

Mitch Foster  
Administrator  
Village of Winneconne  
31 S 1st St  
Winneconne, WI 54986

Dear Mitch Foster:

WinHaven Consulting & Services is pleased to submit this review and recommendation of proposal for services for VOIP Services & Equipment for the Village of Winneconne. VOIP should help the village government in achieving its goals for improving customer satisfaction by providing more efficient communications. We have partnered with many small businesses in order to provide fair and unbiased recommendations and services.

WinHaven LLC has no relationship with any of the companies listed as submitting proposals. This recommendation concerns only the proposals submitted and is based on:

- the submitted VOIP technology's abilities and fit for the Village of Winneconne
- the installation and support of said system
- the equipment pricing listed

After reviewing the proposals, technologies listed, services offered and proposed prices, as well as discussing said items with personnel at references listed, the following recommendation for acceptance of proposal is as follows:

- 1<sup>st</sup> Recommendation: Enterprise Systems Group  
2<sup>nd</sup> Recommendation: Heartland Business Systems  
3<sup>rd</sup> Recommendation: Corporate Network Solutions, Inc.

Regards,



John Bartow  
WinHaven Consulting & Services



Corporate Network Solutions, Inc.  
1624 East Wisconsin Ave.  
Appleton, WI 54911  
Phone: (920)-832-8406  
Fax: (920)-832-8485

## QUOTE

Quote # AAAQ20011  
Date 05/20/16  
Sales Rep. Brian M. Van Asten

### Quote To:

Village of Winneconne  
Mitchell Foster  
30 S. 1st Street  
Winneconne, WI 54986

### Ship To:

Corporate Network Solutions, Inc.  
Brian Van Asten  
1624 E Wisconsin Ave.  
Appleton, WI 54911

Qty	Description	Unit Price	Ext. Price
1	ShoreTel, Inc. - ShoreTel Connect Small Business Edition 100 Hardware Bundle, Digital Trunking with Server which includes: <ul style="list-style-type: none"><li>- UC 20 Server</li><li>- SG100DA Voice Switch</li><li>- Tray</li></ul>	\$2,995.00	\$2,995.00
1	ShoreTel, Inc. - ShoreTel Connect Small Business Edition 100 Software Bundle, 25 Users which includes: <ul style="list-style-type: none"><li>- 25 Essential Licenses</li><li>- 1 Courtesy License</li><li>- 1 Operator License</li><li>- 24 SIP Trunk Licenses</li><li>- 3 Additional Site Licenses</li></ul>	\$2,000.00	\$2,000.00
	Essential Licenses Include: <ul style="list-style-type: none"><li>- Extension and Mailbox</li><li>- Connect Desktop Client Including IM</li><li>- Collaboration</li><li>- Softphone and Point to Point Video Calling</li><li>- Outlook Integration</li><li>- Web and App Dialer</li></ul>		
22	ShoreTel, Inc. - ShoreTel IP480g with 8 Lines - Full-Duplex Speakerphone - Visual Voice Mail - Expanded Call History - Built-in 10/100/1000 Ethernet Switch	\$271.00	\$5,962.00
2	ShoreTel, Inc. - ShoreTel License Bundle - Essentials ONSITE Upgrade to Standard	\$100.00	\$200.00
1	ShoreTel, Inc. - ShoreTel License, Virtual Edge Gateway Server	\$50.00	\$50.00
1	ShoreTel, Inc. - ShoreTel Partner Support - 1 Year - No Phones	\$665.00	\$665.00
1	HP ProLiant ML150 G9 for ShoreTel Connect Virtual Edge Gateway	\$3,550.00	\$3,550.00
	HP ProLiant ML150 G9 5U Tower Server - 1 x Intel Xeon E5-2603 v3 Hexa-core (6 Core) 1.60 GHz - 2 Processor Support - 4 GB Standard DDR4 SDRAM Maximum RAM - Serial ATA/600 RAID Supported, 6Gb/s SAS		

ALL orders require 50% payment at time of order and the REMAINDER DUE upon product receipt.

\*\*\*\* NO LABOR (PC SETUPS, CONVERSIONS, ETC) IS INCLUDED, UNLESS OTHERWISE SPECIFIED AND DOCUMENTED \*

Prices Subject to CHANGE. Prices based upon total purchase - all delivery, training or consulting services to be billed at PUBLISHED rates for each activity involved. All hardware computer components proposed above are covered by a LIMITED Manufacturer's WARRANTY - Covering parts and labor on a depot basis. We specifically disclaim ANY and ALL warranties, express or implied, including but not limited to any implied warranties or with regard to any licensed products. We SHALL NOT BE LIABLE for any loss of profits, business, goodwill, data, interruption of business, or for incidental or consequential merchantability or fitness of purpose, damages related to this agreement. MINIMUM 30% restocking fee for unopened material with original packaging.

Qty	Description	Unit Price	Ext. Price
	Controller - Gigabit Ethernet - RAID Level: 0, 1, 1+0, 5 - 1 x 550 Watt - Manufacturer's 1 Year Warranty - MS Windows Server 2012r2 Standard Open Business License - VMware Vsphere Essentials v6 with Incident Support and 3 Year Subscription		
1	Hewlett - Packard - HP 2920-48G-POE+ Switch - 44 Ports - Manageable - 7 x Expansion Slots - 10/100/1000Base-T - 48 x Network, 3 x Expansion Slot, 4 x Expansion Slot - Twisted Pair - Gigabit Ethernet - Shared SFP Slot - 4 x SFP Slots - 4 Layer Supported - Power Supply - 1U High - Rack-mountableLifetime Limited Warranty	\$2,745.00	\$2,745.00
40	Contract Labor Block - Install/Setup/Configure/Train Phone System and Users	\$110.00	\$4,400.00
	SubTotal		\$22,567.00
	Sales Tax		\$1,128.35
	Shipping		\$0.00
	<b>Total</b>		<b>\$23,695.35</b>

ALL orders require 50% payment at time of order and the REMAINDER DUE upon product receipt.

\*\*\*\* NO LABOR (PC SETUPS, CONVERSIONS, ETC) IS INCLUDED, UNLESS OTHERWISE SPECIFIED AND DOCUMENTED \*

Prices Subject to CHANGE. Prices based upon total purchase - all delivery, training or consulting services to be billed at PUBLISHED rates for each activity involved. All hardware computer components proposed above are covered by a LIMITED Manufacturer's WARRANTY - Covering parts and labor on a depot basis. We specifically disclaim ANY and ALL warranties, express or implied, including but not limited to any implied warranties or with regard to any licensed products. We SHALL NOT BE LIABLE for any loss of profits, business, goodwill, data, interruption of business, or for incidental or consequential merchantability or fitness of purpose, damages related to this agreement. MINIMUM 30% restocking fee for unopened material with original packaging.





May 19, 2016

Mitch Foster  
Village of Winneconne  
VoIP Proposal  
30 1st Street  
Winneconne , WI 54986

Dear Mr. Mitch Foster and Staff,

Our organization, Enterprise System Group, is pleased to have an opportunity to provide the Village of Winneconne our VOIP solution. We have had tremendous success within in the state of Wisconsin working with various government entities including: police departments, cities, villages, counties and state correctional facilities. Our success has been deeply rooted in our service and support, which has differentiated us from our competitors.

The Enterprise Systems Group in conjunction with Mitel Inc. represents one of the most experienced and highly trained communications organizations in the U.S. This experience level comes from 30 years of operating independent organizations supplying voice, data, network services and wireless communications solutions. The basis of Enterprise Systems Groups' value proposition to customer's lies in its capability to evaluate current communications systems, then design, and implement and maintain "state of the art technology" systems.

Thank you for the opportunity for earning your business!

*Pam Tourville*

Pam Tourville  
Business Technologies Specialist



## **Mitel Solution Review**

### **1 Mitel MiVoice Office 250**

- Telco Interface for dial tone (PRI)
- Call Control, Routing, and Setup
- Voicemail
- User Applications such as Mobility, Auto attendants
- 16 User Licenses
- File Based Music On Hold

### **IP Phones (Desktop Devices) – 22 IP Phones**

- 1 – 5340e Backlit Self-Labeling IP Phone (Main Answering Point)
- 21 - Mitel 5320e Backlit Self-Labeling IP Phones
- All Phones are Gigabit (10/100/1000)
- All Phones are PoE powered
- 6 Additional User Licenses for IP Phones

### **Installation/Support**

- Assigned Project Manager
- Designated Implementation Team
- System Design
- Complete System Programming
- System Cutover following Designated Test Plan
- Post Cutover Support

### **System Warranty**

- 1<sup>st</sup> Year Full Hardware and Software Warranty
- 1<sup>st</sup> Year Service Labor Support

### **Proactive Monitoring**

- 1<sup>st</sup> Year 24x7x365 Proactive Monitoring Services

### **End User Training**

- 1 Days/Leader Led End User Training



Date: 5/10/2016  
 Account Rep: Pam Tourville  
 Prepared By: Mike DeBaal  
 TP SO #:  
 TP Spprt Hrs #:

## Quotation and Sales Agreement

**CUSTOMER:** Village of Winneconne  
 Address: 30 S 1st Street  
 City/State/Zip: Winneconne, WI 54986  
 County:  
 Contact: Mitchell Foster  
 Telephone #: 920-582-4381  
 E-Mail: administrator@winneconnewi.c

**SHIP TO:** Same  
 Address:  
 City/State/Zip:  
 County:  
 Ship Attention To:  
 Telephone #:  
 Acct Type: Existing Ship Via: ESG  
 Install: Project

Qty	Part #	Description	Unit Price	Extnd'd Price
1		Mitel MiVoice Office 250 Solution	\$17,407.11	\$17,407.11
		*See Schedule A for Details		
		**Quote based on Customers Data Network being in compliance for a VOIP implementation including POE Switches and QoS throughout Voice VLAN/WAN. Station cabling clearly marked and tested. Customer to provide necessary rack space, power and carrier connections. ESG recommends UPS on service affecting controllers and servers.		

Subtotal: \$17,407.11

Lease Option Payment  
 60 Month \$401.76

Rates are based on 0 payments in advance. This is a One Dollar Buy Out Purchase Option. Tax is not included in lease payment. Rates are in effect for 30 days from the date of quote and are subject to credit approval.

### PAYMENT METHOD

☐ P.O. P.O.#:  
☐ Check Check #:  
☐ Lease

Shipping & Handling:

Sales Tax:

TOTAL PURCHASE:

### Payment Schedule Phase Billing

(Does not include any applicable taxes or shipping charges.)

\$4,351.78	25% Upon Contract Signing
\$8,703.56	50% Upon Staging/Delivery
\$3,481.42	20% Upon Cutover
\$870.36	5% Upon Acceptance

Quotation is valid for 30 days.

PROPRIETARY AND CONFIDENTIAL - Do not distribute without the written consent of Enterprise Systems Group.

All equipment is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any additions or deletions to the system must be approved in writing by the Customer and ESG. Fulfillment of the agreement by ESG shall be suspended due to acts beyond ESG control including acts of God, government action, strike, lockouts and other similar causes. The above prices, specifications and conditions are satisfactory and are hereby accepted. ESG is authorized to proceed with work as specified. Customer assumes risk of loss upon delivery of equipment to the premises and will contract directly with carrier for network service availability. This agreement is subject to ESG's terms and conditions dated 11/25/2015 and to the acceptance of any order or any change by an authorized officer of ESG.

Authorized Signature

Date

Enterprise Systems Group

Date

ENTERPRISE SYSTEMS GROUP, a Division of  
 WINNECONNE WIRELESS COMMUNICATIONS CORPORATION

**Schedule A**

<b>MiVoice Office 250</b>			
<b>Description</b>	<b>Qty</b>	<b>Cust Price</b>	<b>Ext. Cust.</b>
<b>MiVoice Office 250 - Core Hardware, System Software and Licenses</b>			
MiVoice Office IP Base Kit no CF	1	1,995.00	1,995.00
MiVOfc 250Dual T1/E1/PRI(T1M-2)for CS/HX	1	1,000.00	1,000.00
2GB Compact Flash MiVoice Office NA	1	120.00	120.00
MiVoice Office License - File-based MOH	1	150.00	150.00
<b>Desktop Devices</b>			
5340E IP PHONE	1	495.00	495.00
5320e IP Phone (Backlit)	21	325.00	6,825.00
<b>User Licenses</b>			
MiVoice Office License - IP Phone Cat D	6	140.00	840.00
<b>Software Assurance and Support</b>			
STD SWAS 5000 Base up to 32 Ports	1	200.00	200.00
<b>Professional Services</b>			
Labor Services: Assigned Project Coordinator, System Design, Full System Programming, Application Design and Programming, System Cutover following designated test plan, post cutover support with 1 year system warranty. Customer to provide detailed drawings with jack and extension identified for phone placement.	1	5,874.00	5,874.00
End User Training - 1 Day	1		Included
MiVoice Office 250 Overview Admin Training	1	750.00	750.00
Misc MDF Allowance	1	250.00	250.00
iView 24x7x365 Proactive Remote Monitoring with Dispatch	1	1,350.00	1,350.00
<b>Sub-Total</b>			<b>\$19,849.00</b>
<b>ESG System Discount</b>			<b>-2,441.89</b>
<b>Total</b>			<b>\$17,407.11</b>



Enterprise Systems Group

## References:

Winneconne School District

Geaorge Sorrels

Director of Technology

920-582-0911

[gwsorrells@w-csd.org](mailto:gwsorrells@w-csd.org)

City of Monona

Leah Kimmell

Director of Administrative Services

608-222-2525

[lkimmell@ci.monona.wi.us](mailto:lkimmell@ci.monona.wi.us)

Village of DeForrest

LuAnn Leggett

Village Clerk

608-846-6660

[leggett1@vi.deforest.wi.us](mailto:leggett1@vi.deforest.wi.us)

## MITEL 5340e IP PHONE



### CUSTOMIZATION AND SUPERIOR USABILITY IN THE NEXT GENERATION OF IP PHONES

The Mitel® 5340e IP Phone delivers easy-to-use, one-touch access to many phone features and applications in an exciting next generation desktop device. It can be customized to a specific user, but can also be used by any employee in the enterprise. A full-feature enterprise-class applications phone, the 5340e IP Phone provides a large backlit graphics display with 48 programmable multifunction self-labeling keys, six intuitive call state sensitive softkeys, and superior sound quality with wideband audio – all of which provide users with real-time access to applications and services. With its built-in HTML toolkit, applications can be developed to run on the 5340e IP Phone without an external server – providing cost-effective, intuitive customization for unique requirements such as launching an application, or displaying specific information integral to the user or business. The 5340e IP Phone is ideal for enterprise executives and managers, hot desk users, teleworkers, and contact center agents and supervisors.

### EASE OF USE AND ENHANCED USER VALUE

The 5340e IP Phone provides 48 self-labeling, programmable keys, to suit any needs of any user. The backlit display and context-sensitive softkeys as well as intuitive navigation keys add to the usability, proving the 5340e IP Phone is the “one size fits all” desktop phone.

### UNIFIED COMMUNICATIONS SUPPORT

When used with Mitel Unified Communicator Express (UCX) or Mitel Unified Communicator® Advanced (UCA) applications, the 5340e IP Phone becomes a powerful communications tool that helps customers streamline communications between people and organizations. This leads to improved productivity, enhanced customer service, reduced costs, and ultimately improved business process integration.

### WHAT DO YOU WANT YOUR PHONE TO DO?

Whatever your requirements, customization is easy and cost effective with the Mitel HTML Desktop Toolkit. You can launch an application, create a screen saver, or display database information – all accomplished easily and quickly to address the needs of unique customers.

### SUPERIOR ACOUSTICS WITH WIDEBAND AUDIO

The 5300 Series IP Phones have been designed to provide superior sound quality. Wideband Audio is a standard feature on the 5340e IP Phone and it comes equipped with a wideband audio handset (7 KHz), as well as full duplex hands-free, making it acoustically superior to many IP phones available today.

## PERIPHERALS SUPPORT FOR YOUR UNIQUE NEEDS

Customize the 5340e IP Phone to specific user requirements by selecting the right accessory – there's no need to purchase various types of phones. The 5340e IP Phone can be easily enhanced with any of the following phone accessories:

- Mitel Line Interface Module, which allows analog connectivity for emergency dialing
- Mitel 5310 IP Conference Unit, which provides instant superior quality voice conferencing
- Mitel Cordless (DECT) Accessories Module, which supports the Cordless (DECT) Handset and Cordless (DECT) Headset
- Mitel Bluetooth® Module with supports third-party Bluetooth headsets and the Mitel Bluetooth Handset
- 12- and 48-Button Mitel Programmable Key Modules, which easily add up to 96 additional programmable keys to the phone
- Mitel 5610 IP DECT Stand and Handset, which is a unique accessory that offers a low cost wireless solution for personal area mobility on IP Phones

## 5340e IP PHONE FEATURES

- Large backlit graphics display (160 pixels x 320 pixels) with auto-dimming
- 48 programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each
- Wideband Audio Support (G.722) – ships with a wideband handset (7 kHz) standard
- Dual embedded Gigabit Ethernet ports (LAN and PC)
- Mitel applications support: Mitel Intelligent Directory, UCX, UCA, and Mitel Live Content Suite
- HTML Desktop Toolkit included for Applications development
- 13 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume / Ringing / Contrast Up and Down, Home Page, Previous Page, Next Page
- Six context-sensitive softkeys for intuitive feature access
- Menu key provides one-touch access to embedded applications including: Call History, Call Forwarding, Conference Unit Application, People (Contacts), Settings, Help, Call Info, and Visual Voicemail

- Hands-free speakerphone operation (full duplex)
- Icon button labeling for global markets
- Language support: English, French, German, Italian, Portuguese, Spanish, Dutch, and simplified Chinese
- Hearing-aid-compatible (HAC) handset and HAC compliance for magnetic coupling to approved HAC hearing aids
- Secure voice communication enabled by encryption
- Dual Mode ready – supports Mitel IP (MiNET) and SIP protocols

## POWERING OPTIONS

Accepts standards-based (IEEE 802.3af) power over the LAN via spare pair or signal pair and supports 48 VDC Ethernet / AC power wall adapters. The 5340e IP Phone can be powered via a powered switch or by local 48 V Ethernet power.

## POWER CONSUMPTION

	10/100 Mb Mode	Gb Mode
Idle	3.9 W	4.2 W
Typical	4.8 W	5.5 W
Maximum	5.8 W	6.1 W

## ENVIRONMENTAL CONDITIONS

	Temperature	Humidity
Operational	+4°C to +49°C	34% at +49°C 95% at +29°C
Storage	-40°C to +66°C	15% at +66°C 95% at +29°C

## SYSTEM SOFTWARE REQUIREMENTS:

- Mitel Communications Director (MCD)  
Release 5.0 SP2 or later
- Mitel 5000 Communications Platform (CP)  
Release 5.1 or later
- Mitel SX-200 IP Communications Platform (ICP)  
Release 5.0 or later
- Mitel Border Gateway (Teleworker Solution)  
Release 7.1 or later
- Mitel SIP Software Release 8.0 or later
- Mitel HTML Toolkit Release 2.1 or later



## MITEL 5320e IP PHONE



### ENTERPRISE-CLASS IP PHONE

Part of the new-generation desktop family, the Mitel® 5320e IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the 5320e IP Phone provides a large graphics display with eight multi-function, programmable, self-labeling keys, three intuitive softkeys, and ten telephony feature hard keys for the most commonly used telephone functions. This applications phone also features wideband audio, embedded Gigabit Ethernet, and a built-in HTML player for desktop applications.

This full duplex hands-free applications phone also supports hot desking and clustered hot desking, as well as resiliency. It is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, a supervisor phone, or a teleworker phone.

Administrators will appreciate the ability to easily manage users through remote programming, eliminating the need for any paper labels and thereby reducing installation and ongoing operational costs. The self-labeling display will always be up to date and will ensure that users get superb call handling, as well as user-programmable access to advanced voice communications and IP-based applications and services.

### UNIFIED COMMUNICATIONS SUPPORT

When used with Mitel Unified Communicator® Express (UCX) or Mitel Unified Communicator Advanced (UCA) applications, the 5320e IP Phone becomes a powerful communications tool that helps customers streamline communications between people and organizations. This leads to improved productivity, enhanced customer service, reduced costs, and ultimately improved business process integration.

### COST-EFFECTIVE, INTUITIVE HTML APPLICATIONS

The Mitel HTML Desktop Toolkit enables simple, intuitive development of customized applications that are easily integrated with telephony functions for the 5320e IP Phone. HTML applications developed using the HTML Desktop Toolkit will be able to run within the phone without requiring an external server, providing cost-effective implementation.

## FEATURES

- Large graphics display (160 pixels x 320 pixels)
- Eight programmable, one-touch, multi-function, self-labeling keys (for speed dialing, line appearances, and feature access)
- Dual embedded Gigabit Ethernet ports (LAN and PC)
- Wideband Audio support (G.722) – ships with a wideband handset (7 kHz) standard
- HTML Desktop Toolkit included for applications development
- 12 fixed function keys: menu, hold, message, speaker, mute, transfer / conference, redial, cancel, volume / ringing / contrast up and down, previous page, next page
- Three context-sensitive softkeys for intuitive feature access
- UCX and UCA support
- Mitel Intelligent Directory and Mitel Live Content Suite applications support
- Dual Mode ready: supports Mitel IP (MiNET) and SIP Protocols
- Support for Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, resiliency
- Browser-based Desktop User Tool for easier user programming and key labeling
- Hands-free speakerphone operation (full duplex)
- Multiple-languages support: English, French, German, Italian, Portuguese, Spanish, Dutch, and simplified Chinese
- Icon buttons for global markets
- Secure voice communication enabled by encryption
- Menu key gives one-touch access to embedded applications menu: call history, call forwarding, settings, launch PC application, help, call info
- Hearing aid compatible (HAC) handset and HAC compliance for magnetic coupling to approved hearing aids
- Designed for power conservation; reduces power consumption for overall energy saving

## POWERING OPTIONS

Accepts standards-based (IEEE 802.3af) power over the LAN via spare pair or signal pair and supports 48 VDC Ethernet / AC power wall adapters. The 5320e IP Phone can be powered via a powered switch or by local 48 V Ethernet power.

## POWER CONSUMPTION

	10/100 Mb Mode	Gb Mode
Idle	3.9 W	4.2 W
Typical	4.3 W	5.0 W
Maximum	5.3 W	5.5 W

## ENVIRONMENTAL CONDITIONS

	Temperature	Humidity
Operational	+4°C to +49°C	34% at +49°C 95% at +29°C
Storage	-40°C to +66°C	15% at +66°C 95% at +29°C

## SYSTEM SOFTWARE REQUIREMENTS:

- Mitel Communications Director (MCD), Release 5.0 SP2 or later
- Mitel 5000 Communications Platform (CP), Release 5.1 or later
- Mitel Border Gateway (Teleworker Solution), Release 7.1 or later
- Mitel SIP Software Release 8.0 or later
- Mitel HTML Toolkit Release 2.1 or later

**WISCONSIN WIRELESS COMMUNICATIONS CORPORATION**  
**TERMS AND CONDITIONS OF QUOTATION AND SALE AGREEMENT**

1. **DEFINITIONS.** "Product(s)" as used herein means material, systems, supplies, software, equipment, goods and other articles. "Damages" as used herein means claims, liabilities, damages, losses and expenses. "Seller" as used herein means Enterprise Systems Group (ESG), a division of Wisconsin Wireless Communications, Corporation (WWCC). "Purchaser" means the buyer of the Product. "Agreement" as used herein means the entire contents of this Quotation and Sales Agreement together with any Exhibits or Schedules attached hereto and agreed to in writing by both Purchaser and Seller.
2. **AGREEMENTS OF SALE.** Any of the terms and provisions of Purchaser's order which are different from, in addition to, or inconsistent with conditions hereof shall not be binding on the Seller and shall not be considered applicable to the sale or shipment of Product referred to herein. Seller makes sales of its Products only under these terms and conditions unless otherwise agreed to in writing by a duly authorized representative of the Seller.
3. **PRICES.** All prices are in United States dollars and are subject to change without notice prior to Seller's acceptance of Agreement.
4. **PAYMENT AND CREDIT.** Payment terms are as represented on the Agreement. Purchaser agrees to pay interest charges of 1 and 1/2% per month (18% annual rate) on past due invoices. Seller may elect to make partial shipments and bill Purchaser upon delivery of each shipment. Shipments and deliveries by Seller shall at all times be subject to credit approval by Seller.
5. **SUPPORT HOURS.** Any Block of Support Hours (Hours) purchased commence on the date of the Agreement and terminate two (2) years from the Agreement date unless modified in writing by Purchaser and Seller. Any remaining Hours following termination will be forfeited.
6. **DELIVERY AND TITLE.** Shipments are made FOB Shipping Point. Title passes to Purchaser and Purchaser assumes risk of loss upon delivery to the carrier at the FOB Shipping Point with the carrier acting as Purchaser's agent. Absent specific instructions from Purchaser in selecting a carrier, Seller will exercise its own best discretion.
7. **SUSPENSION OF OBLIGATIONS OF SELLER:** The obligations of Seller hereunder shall be suspended to the extent and for the period of time that Seller is hindered or prevented from complying therewith because of labor disturbances, including strikes, lockouts, acts of God, fires, storms, water, unreasonable delays in transportation, governmental action, and/or other similar causes beyond Seller's control.
8. **EQUIPMENT TO BE INSTALLED:** All work completed by Seller will be done in a professional manner according to standard industry practices.
9. **LICENSES AND PERMITS.** The timely securing of any local licenses or building permits required in connection with any purchase or Product installation hereunder shall be the sole responsibility of Purchaser and Purchaser shall bear the full cost thereof.
10. **ACCEPTANCE.** All purchase orders from Purchaser under this Agreement must be approved by an officer of Seller in Little Chute, Wisconsin before acceptance.
11. **PURCHASER RESPONSIBILITIES.** If required, Purchaser is responsible for providing: accurate drawings showing size and construction materials of all areas to be covered, all connections to and programming of other network equipment that interfaces with the Products and provide a remote connection to enable warranty and remote diagnostics by Seller. Purchaser is also responsible for compliance with Seller's environmental requirements. If Seller is to perform installation, Purchaser shall provide appropriate environmental conditions, all cabling except as noted in the Agreement, necessary commercial power facilities for the Product, access to the premises, a secure equipment storage area, suitable conditions for the Seller's workers, and, if required, conduit and/or special fire retardant cabling. Failure of Purchaser to timely meet Purchaser's obligations under this Section shall be cause for adjustment to the schedule, contract prices, and other applicable terms of this Agreement.
12. **TAXES.** All prices set forth in this Agreement are exclusive of any sales, use, excise, property or any other taxes imposed by any governmental entity and applicable to sale, use, or delivery of the Products, including import duties and withholding taxes, now or hereafter enacted, all of which will be paid by Purchaser separately or added by Seller to the invoice where Seller is required by law to collect the same, unless Purchaser provides Seller with a proper tax exemption certifications.
13. **EXCUSABLE DELAYS.** Neither party shall be liable for any delay or failure of performance hereunder due solely to conditions beyond its reasonable control including, but not limited to: acts of God; fires; floods; wars; riots or sabotage; accidents; strikes; freight embargoes or transportation delays; shortage of labor; inability to secure transportation, material, equipment, or containers on account of shortages; and any existing or future laws or acts of the Federal or of any State Government (including specifically, but not exclusively any orders, rules, or regulations relating to priorities, requisitions, allocations and price adjustment restrictions) affecting the conduct of Purchaser's or Seller's business.
14. **CONTROLLING LAW.** This Agreement shall be governed by the laws of the State of Wisconsin. Any disagreement under this Agreement shall be resolved in a court of competent jurisdiction in Wisconsin.
15. **ASSIGNMENT.** Except as part of a merger or sale of substantially all of its assets, Purchaser may not assign this Agreement or any interest or right herein, other than to a parent or subsidiary, without the prior written consent of Seller.
16. **SUBSEQUENT PURCHASES.** All subsequent purchases of Product by Purchaser shall be subject to the same terms and conditions contained in this Agreement unless specifically agreed to in writing by both Purchaser and Seller.
17. **LIABILITY INSURANCE:** Seller agrees to maintain General Liability Insurance, Worker's Compensation and Employer's Liability Insurance to cover all its personnel engaged in the performance of the Products herein described. Seller further agrees to require its subcontractor(s), if any, to maintain General Liability Insurance, Worker's Compensation and Employer's Liability Insurance.
18. **RISK OF LOSS:** Seller, and Seller's insurer(s), if any, relieve Purchaser of responsibility of all risks of direct physical loss or damage to each item of Product from the time the Product comes into the possession of Seller, including while it is in transit to the Seller, until the Product is shipped FOB Shipping Point to Purchaser. Nothing in this paragraph shall relieve Purchaser of responsibility for loss or damage by Purchaser's negligence in whole or in part.
19. **LIMITATION OF LIABILITY:** In no event shall either party be liable to the other party, or any third party for any incidental, indirect, special or consequential damages, including but not limited to, loss of profits, loss of use, interference with other systems, business interruption, lost or damaged files or data, loss of goodwill, or loss due to personal injury or health related issues, whether based in contract, tort, strict liability, or otherwise, even if the party has been advised of the possibility thereof. Both parties acknowledge that this limitation of liability provision is material to this Agreement, and that each party would not have entered into this agreement without the inclusion and enforceability of this section. Except as may otherwise be provided in this Agreement, the liability of Seller, if any, for direct damages relating to any allegedly defective Product or breach of this Agreement by Seller shall be limited to the actual price paid by Purchaser for Products.
20. **HACKING AND TOLL FRAUD DISCLAIMER/WARNING:** Seller disclaims any express or implied warranty that the equipment provided is technically immune from or prevents fraudulent intrusions into and/or unauthorized use of the Product (including the interconnection to long distance network). Purchaser is hereby warned that fraudulent use of the Product is possible and Purchaser assumes the risk of such.
21. **INVASION OF PRIVACY DISCLAIMER/WARNING:** Seller disclaims any express or implied warranty that the Product is technically immune from or prevents unlawful and/or unauthorized utilization that may result in invasion of one's right to privacy. Seller warns Purchaser that such risk is possible and Purchaser assumes the risk of such.
22. **GENERAL:** In no event shall Seller be liable for common carrier charges resulting from installation of equipment, and further, shall not be liable for charges incurred from unlawful, unauthorized or unintentional access to and from the public network. Seller further consents that Seller has the capability for satisfactory maintenance services, but it makes no claim that it can maintain this or any other Product in such manner so as to prevent fraudulent intrusions. Seller therefore MAKES NO EXPRESS OR IMPLIED WARRANTY AGAINST FRAUDULENT USES OF THE PRODUCT with same being hereby expressly disclaimed.
23. **REPRESENTATION OF PURCHASER:** Purchaser represents, covenants and warrants to Seller that Purchaser has the corporate authority or other power to make and perform this Agreement and that the making and performance of this Agreement by Purchaser has been duly authorized by all necessary corporate or other action of Purchaser and will not violate any provision of law or Purchaser's Articles of Incorporation or Bylaws, or result in the breach of any agreement to which Purchaser is a party.
24. **NON-SOLICITATION.** During the term of this Agreement and for twelve months after any termination of this Agreement, Purchaser will not, without the prior written consent of Seller, either directly or indirectly, solicit or attempt to solicit, divert or hire away any person employed by the Seller.
25. **ENTIRE AGREEMENT:** This Agreement including the attached Schedules: (i) supersedes all proposals and negotiations and constitutes the entire Agreement between Seller and Purchaser; no representation or statement not expressed herein shall be binding upon Seller; (ii) may be changed only by an instrument in writing signed by both parties; (iii) is binding upon the successors and assigns of both parties. This instrument contains the entire Agreement between Seller and Purchaser.
26. **ANTICIPATED CUTOVER DATE/SUBCONTRACTING RIGHTS.** Seller will use Seller's best efforts to complete the installation and cutover of the Product in accordance with a timetable established and agreed upon by both Seller and Purchaser. The term "cutover" shall be defined as the point of first beneficial use of the Product as evidenced by substantial utilization of the Product.
27. **GRANT OF SECURITY INTEREST/LANDLORD SUBORDINATION.** Purchaser grants Seller a security interest in the Product purchased hereunder and authorizes Seller, as Purchaser's attorney-in-fact, to file a U.C.C. financing statement without Purchaser's signature in order to perfect Seller's security interest in the Product until paid in full. In addition to Seller's rights as a secured party, Seller is also entitled to disconnect the Product or render it unusable in the event of payment default.
28. **DEFAULT.** In the event Purchaser shall fail to pay any sum hereunder when due, Seller may, at its option cease installing the Product until paid in full and/or enter Purchaser's premises without liability for trespass or damage, with or without notice and take possession of and remove the Product and the Seller, at its option, may either (i) terminate this Agreement, retaining all sums theretofore paid hereunder as liquidated damages, or (ii) dispose of the Product for Purchaser's account for the best price obtainable at public or private sale, and apply the proceeds first to Seller's expenses for repossession, including any cancellation charges Seller may incur, with the balance applied to the purchase price set forth in this Agreement. Purchaser shall remain liable for any deficiency.
29. **TITLE.** Unencumbered Title to the Product shall pass to Purchaser upon full payment of all installments plus any additions and minus any deletions made to this Agreement during the installation process.
30. **SUBSEQUENT WORK.** All subsequent work performed by Seller, including but not limited to Product programming and changes; work done under a service request; and warranty service or maintenance shall be accomplished subject to the terms and conditions of this Agreement.

(Effective 11/25/2015)



Customer pricing - Village of Winneconne

Partner HEARTLAND BUSINESS SYSTEMS. LLC  
 Salesman Joe Zoeller  
 Quote Created 5/17/2016  
 This quote is based on the Mitel NJPA contract #040314-MBS

MiVoice Office 250							
Part No.	Description	Qty	List	Ext. List	% Cust Disc	Cust Price	Ext Cust
MiVoice Office 250 - Core Hardware, System Software and Licenses							
50006500	2GB Compact Flash MiVoice Office NA	1	120.00	120.00	0.00	120.00	120.00
52002686	MiVoice Office IP Base Kit no CF	1	1,995.00	1,995.00	38.00	1,236.90	1,236.90
	1 x 580.1003 MiVOfc 250 HX Controller Chassis Only						
	1 x 580.3000 MiVOfc 250 HX Processor Mdl (HPM)						
	16 x 840.0416 MiVoice Office License - IP Phone Cat D						
	1 x 840.0844 MiVoice Office License - Dyn Ext Express						
	1 x 50006271 PWR CRD C13 10A 125V - NA Plug						
	1 x 580.9126 MT5000 HX Ctrl Pwr Sup 120W 24VDC 5A						
	4 x 840.0411 LICENSE INTLS0000 BVM SINGLE PT						
	1 x 999.9000 999.9000						
	1 x 54005357 MiVoice Office License UVM E-mail Synch						
	1 x 54005359 MiVoice Office License - Meet-Me Conf						
	1 x 54005399 MiVoice Office License Hot Desk						
580.2702	MiVOfc 250Dual T1/E1/PRI(T1M-2)for CS/HX	1	1,000.00	1,000.00	38.00	620.00	620.00
840.0819	MiVoice Office License - File-based MOH	1	150.00	150.00	38.00	93.00	93.00
Desktop Devices							
50006476	5330E IP PHONE	24	395.00	9,480.00	38.00	244.90	5,877.60
User Licenses							
840.0416	MiVoice Office License - IP Phone Cat D	8	140.00	1,120.00	38.00	86.80	694.40
Software Assurance and Support							
54005911	STD SWAS 5000 Base up to 32 Ports	5	200.00	1,000.00	38.00	124.00	620.00
Extended Warranty							
580.1003EW60	EXT WAR TEN ASSEMBLY HX CONTROLLER	1	48.00	48.00	0.00	48.00	48.00
580.2702EW60	EXT WAR PCBA DUAL T1/E1/PRI	1	48.00	48.00	0.00	48.00	48.00
580.3000EW60	EXT WAR MT5000 HX Processor Mdl (HPM)	1	48.00	48.00	0.00	48.00	48.00
Rebates							
	MiVoice Office 250 Move to Mitel 2016 Promotio	1	0.00	0.00	0.00	-1,959.00	-1,959.00
Total				15,009.00		7,446.90	

Channel Partner acknowledges the terms and conditions of the MiVoice Office 250 Move to Mitel 2016 Promotion.

WARNING: Multi-year discount does not apply to Orderable SWAS parts. Must obtain quote through AMC.

Mitel Phone Manager (Optional)							
Part No.	Description	Qty	List	Ext. List	% Cust Disc	Cust Price	Ext Cust
Mitel OEM Partner Products and Services							
51303111	Mitel Phone Manager Start Kit (8-users)	1	350.00	350.00	38.00	217.00	217.00
	1 x 840.0320 MiVoice Office License - Syst OAI Events						
	1 x 840.0321 MiVOfc Licnse Syst OAI 3rdParty CallCtrl						
	2 x 840.0418 MiVoice Office License - IP Phone Cat F						
51303548	Mitel Phone Manager Outlook Single User	2	60.00	120.00	38.00	37.20	74.40
51303549	Mitel Phone Manager Outlook 10 User Pack	1	495.00	495.00	38.00	306.90	306.90
Software Assurance and Support							
SW_ASSUR	Calculated Software Assurance for 59 Additional	1	786.00	786.00	0.00	786.00	786.00
Total				1,751.00		1,384.30	

Switch (Optional)							
Part No.	Description	Qty	List	Ext. List	% Cust Disc	Cust Price	Ext Cust
J9854A#ABA	HPE 2530-24G-PoE+-2SFP+	1	2799.00	2799.00	11.00	2491.00	2491.00
Total				2799.00			2491.00
Labor							
Part No.	Description	Qty	List	Ext. List	% Cust Disc	Cust Price	Ext Cust
Labor	Installation and Labor	30	160	4,800.00	6.25	150.00	4,500.00
Total				4,800.00			4,500.00
Grand Total				21,560.00			15,822.20

\* indicates a non discountable part which may have a suggested MSRP

# Customer Proposal

Prepared for:	Village of Winneconne [ENDCUSTADD1] [ENDCUSTADD2] [ENDCUSTTOWN] [ENDCUSTSTATE] [ENDCUSTZIP] [ENDCUSTCOUNTRY]
Prepared By	Joe Zoeller
Date	[DATE]

## Mitel Overview

The following Mitel offering was developed specially to enrich Village of Winneconne's unique culture and network structure. Bringing unprecedented flexibility in deployment, migration and scale, the proposed Mitel solution is ideal for Village of Winneconne's needs.

Mitel is uniquely positioned as a leader in the small business to medium enterprise market. The company combines powerful call handling, a profusion of unified communications features, efficient messaging, auto attendant answering, mobility solutions, audio and web conferencing and feature-rich IP desk phones to create a solution that empowers businesses with even as few as 10 users. With an unmatched level of interoperability, not only is our proposed solution strong, seamless, and easy-to-deploy today, but it also has the ability to grow cost-effectively with Village of Winneconne's goals for tomorrow.

## Managed Service Solution

We are pleased to offer you the flexibility of various managed service solutions to help you concentrate on your business and take the worry out of ownership, maintenance, expansion and upgrade questions, now and down the road.

## Total Care Program

The HBS Total Care Program addresses the solution's total cost of ownership with end-to-end business communications services and solutions that enable companies to focus on what they do best: running their business. Through relationships with carriers and preferred suppliers and a fixed monthly fee, we can take care of all your communications needs.

Mitel's comprehensive service handles the risks and uncertainties associated with the ownership and management of advanced technology. The Total Care Program offers complete support through the following features:

- Analysis of your existing network and communications systems
- Assessment of your current and future needs, including recommendations for communication-enabled process improvements
- Complete design, implementation, and management of an optimized communications solution
- A customized financial package that optimizes your returns, reduces your risk and guarantees your costs for up to eight years

The Total Care Program is an operating lease arrangement that eliminates communications-related financial risk and simplifies planning and budgeting by providing fixed costs for up to eight years. Our technical, process and financial experts fully manage your communications infrastructure and provide you with a single point of contact. Guaranteed rates of expansion keep your costs down, even as capacity and functionality grow with your business. One of your most complex and business-critical technology solutions is managed by an industry leader with a proven record of top-quality customer support. At the end of the term, you have the option to purchase for fair market value.

- Valuable elements of the Total Care Program:
- Full program administration, service and warranty
- Guaranteed rates for expansion
- Software upgrades and support
- TotalProtection coverage



- Disaster recovery options
- System training
- Discounted system relocation
- Guaranteed renewal options
- A single point of contact for your complete communications system

The Total Care Program has set the standard for managed services telecom offerings for small and medium-sized businesses. It is an exclusive offering of Heartland Business Systems.

## MiVoice Office Overview

We propose MiVoice Office because it is the ideal platform for small and medium businesses interested in the latest technology and applications. Through MiVoice Office, Village of Winneconne will be able to blend your voice system with the data network, creating an efficient, cost-effective communications environment. Providing enterprise-grade capabilities, this platform is simple to use and easy to install and manage. For this reason, it will not place extra demand on Village of Winneconne's IT resources.

Able to support 250 users in multiple sites, MiVoice Office offers a complete suite of business applications out of the box including unified voice messaging, hot desking, Meet-Me Conferencing, ACD and enhanced mobility with Dynamic Extension Express and teleworking. It not only integrates with industry-specific applications, but also supports the same award-winning Mitel unified communications application portfolio that is used with the Mitel enterprise platform, MiVoice Business.

## Features

### MiVoice Office Features

MiVoice Office features offer everyone from the technician to the user intuitive tools that promote efficiency, productivity and availability. Below we have provided full lists of MiVoice Office features system and phone features followed by more detailed overviews of several key embedded capabilities.

### System features

The MiVoice Office features is feature-rich, providing many of the same capabilities as enterprise call control platforms.

- Account codes
  - Forced
  - Forced on toll calls
  - Optional
- Standard
- ACD agent ID
- ACD/UCD hunt members spanning nodes
- Administrator station programming
- Advanced CO interfaces
- Agent help
- Mid-Call Features
- Support for MiVoice Border Gateway
- Analog phone support
- Attendant console
- Automatic Call Distribution (ACD)
- Automatic Daylight Saving Time
- Automatic Route Selection (ARS)
- Call accounting system

- Call routing to public network
- Caller ID
- Calling Line Identity Presentation (CLIP) for UK single-line sets
- Database conversion utility for Inter-Tel Axxess
- Database user export feature
- Database restore/save
- Database reports via system administration and diagnostics
- Desktop interface (through Ethernet)
- Diagnostics and audit trail (database change log)
- Digital networking (ISDN-based)
- Digital phone support
- Direct Inward System Access (DISA)
- Door relay
- Emergency outgoing access
- Extension lists
- Fax over IP (based on T.38 standard)
- File import tool
- House phones
- Hot desking
- Hunt groups (75)
  - ACD and UCD
  - Announcement recording
  - Automatic camp-on
  - Overflow recording
  - Playback device capability
  - Programmable hunt group wrap-up
  - Recall recording
  - Remote ACD hunt group
  - Send camp-on notifications to members in DNDIP networking
- Keymaps (configurable)
- Loop loss measurement tool
- Multilingual voice prompts (Japanese (Katakana characters), Spanish, American and British English, Canadian French)
- Music on hold
  - Persistent MOH
  - Ring back
  - Silence
  - Tick tone
  - File-based music sources
- Meet Me Conferencing
- Multiple classes, day and night trunks
- Night answer
- Off-Premise Extension (OPX)
- Open Application Interfaces (OAI)
  - System level (ASAI, MVIP, CSTA, TSAPI, ASCII)
- Paging (10 zones)
- Passwords
- Peer-to-peer audio for IP devices
- Phantom extension
- Privacy
- Scheduled database backup
- Secondary extension appearance
- Single line sets (analog)
- SIP trunking
- System alarm display and reporting
- System forwarding
- System hold
- System OAI events
- System OAI third-party call control
- System speed dialing

- Toll restriction
- Uniform Call Distribution (UCD)
- UPS monitoring
- Web portal for end user (voice mail, conferencing, and DEE management & control)

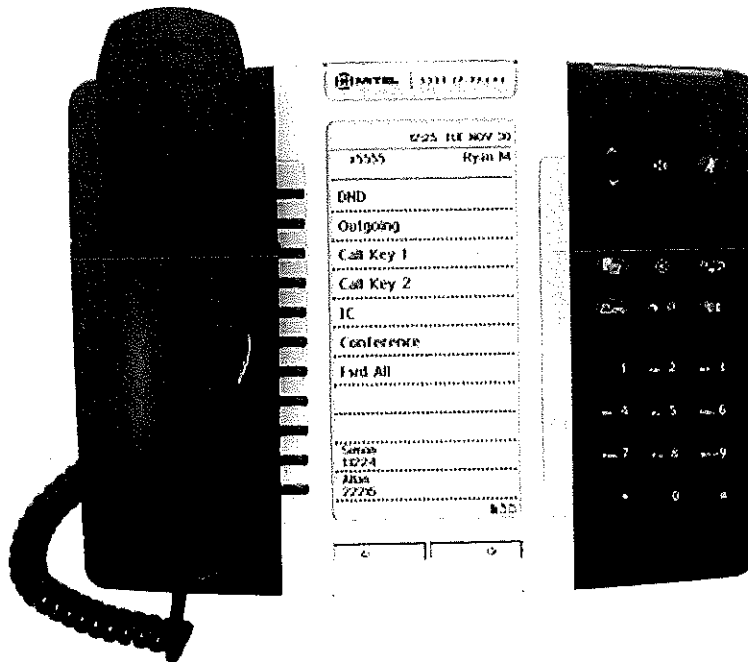
## Phone Features

MiVoice Office supports the following phone features:

- Automatic call access
- Automatic camp-on to busy stations, trunks and ARS
- Background music
- Busy trunk/station callback (queue)
- Call forwarding (on or off premises)
  - All calls
  - If busy
  - If no answer
  - If no answer or busy
- Call screening
- Call transfer (on or off premises)
  - To hold
  - To park
  - To ring
- Call waiting (camp-on)
  - Outside and intercom calls
  - Off-hook ringing
- Caller ID name/number toggle
- Conferencing
  - Eight parties per conference
  - Maximum 20 parties in a conference total
- Configuration caller ID propagation
- Data calls
- Directed call pick-up (reverse transfer)
- Directory (IC, CO, and feature)
- Do Not Disturb Messages
- Dynamic Extension Express
- Emergency call
- Feature buttons
- Feature directory
- Group call pickup

- Group listen
- Group remove/replace from UCD/hunt groups
- Hands-free answer
- Hookflash capability
- Hot keys
- Individual hold and recall
- Message waiting indications
- Microphone mute
- Off-hook voice announce
- On-hook dialing
- Power fail transfer (supports 2 loop start trunks and 2 single line stations)
- Programmable feature codes
- Redial
- Remote feature programming
- Self-test function
- Station password
- Station speed dialing
- Station-to-station intercom calls
- Station-to-station messaging
- User-programmable keys
- User-programmable ring tone

## MiVoice 5330e IP Desktop Telephone(Quoted 24 of these Sets)



A full-feature, enterprise-class telephone, the MiVoice 5330e IP Phone provides a large graphics display with 24 programmable self-labeling keys, superior wideband audio, and a built-in HTML for desktop applications development. The 5330e IP Phone supports hot desking and clustered hot desking, Dynamic Extension capability as well as resiliency. It is ideal for enterprise executives, managers and employees and can be used as an ACD agent, a supervisor phones, or a teleworker phone.

### Features

- embedded Gigabit Ethernet switch (supports 10/100/1000 Mb mode)
- IPv6 support
- backwards compatibility as 5330 IP Phone on older platform software
- large backlit graphics display (160 x 320)
- 24 programmable, one-touch, multi-function, self-labeling keys (provided in three pages of eight keys each) for speed dialing, line appearances, feature access
- wideband audio support (G.722.1); ships with a wideband handset (7 kHz) standard
- Mitel peripherals and modules support: Line Interface Module, MiVoice Conference Unit, Cordless (DECT) Accessories, Bluetooth Module & Handset, 5610 DECT Handset & IP DECT Stand, 12-Button & 48-Button Programmable Key Modules (PKMs)
- 12 fixed-function keys: Hold, Settings, Message, Speaker, Mute, Transfer/Conference, Redial, Cancel, Volume/Ringing/Contrast Up and Down, Previous Page, Next Page
- three context-sensitive soft keys for intuitive feature access
- embedded applications include: Launch Application, Open Document, Open URL, Call Forwarding, Conference Unit Controller, Settings, Call Information, Visual Voice Mail, and Multiple Telephone Features

- full integration with Mitel UC Express and MiCollab Client
- support for Mitel Intelligent Directory and Mitel Live Content Suite
- HTML Desktop Toolkit for applications development
- dual-mode ready (supports Mitel IP (MiNET) and SIP protocols)
- full-duplex hands-free speakerphone operation
- supports multiple languages: English, French, German, Italian, Portuguese, Spanish, Dutch, and simplified Chinese
- icon button labeling for global markets
- secure voice communication enabled by encryption
- hearing-aid compatible handset (meets American Disability Act (ADA) requirements) and HAC-compliant for magnetic coupling to approved HAC hearing aids
- supports Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, resiliency, and Mitel Dynamic Extension
- designed for power conservation: 4.2 W idle/5.5 W active (Gb mode)
- Mute and Message keys with LED illumination for status indication
- Settings Key programming for easy access to PBX telephone system features
- off-hook call announce with hands-free answerback
- on-hook dialing
- dedicated headset jack
- handset, headset, and hands-free mute support
- Call Hold (place/retrieve)
- Call Transfer
- Do Not Disturb
- call forward settings (multiple)
- user-adjustable ringing warble and pitch
- conference call setup
- voice mail access with large message waiting lamp
- direct page/group page/ set-to-set paging
- last number redial
- desk-mountable and wall-mountable
- two-position, 35-degree tilting stand for better viewing angle



## Other Available Mitel Phones & Accessories

### MiVoice 5304 IP Desktop Telephone



The MiVoice 5304 IP Phone is an economical dual-port, entry-level display phone that takes up little space on the desktop. With a two-line, 20-character backlit display and seven programmable multifunction keys, it is ideal for users who require access to basic telephony and messaging services. Despite its small size, it offers a high level of functionality and flexibility.

### MiVoice 5320e IP Desktop Telephone



Designed for the enterprise power user, the MiVoice 5320e IP Phone provides the enhanced features and functionality needed for today's progressive enterprise professional. The 5320e IP Phone is dual-mode ready and dual-port with a large, self-labeling graphics display that gives users rapid, easy access to the features and applications enabled by MiVoice Office. It can be used in hands-free mode and supports hot desking and clustered hot desking as well as Mitel Dynamic Extension and resiliency.

The self-labeling display ensures information is always up-to-date. Users get superior call handling as well as user-programmable access to advanced voice communications and IP-based applications and services.

## MiVoice 5360 IP Desktop Telephone



The MiVoice 5360 IP Phone combines a rich color display with superior acoustic sound to offer an attractive user interface, a clear voice experience, and a future-proof platform with embedded Gigabit Ethernet. Its seven-inch, touch-screen, graphic color display grants easy access to communications information, timesaving applications, and extensive features. Whether deployed on premises or remotely as a teleworker, the 5360 IP Phone delivers the full set of MiVoice Office features directly to the desktop.

The embedded gigabit Ethernet functionality enables the 5360 IP Phone to operate in a 10/100/1000 Mbps Ethernet (GigE) LAN environment and allows unconstrained gigabit Ethernet bandwidth from the network to desktops. The Gadget Sidebar (patent pending) provides the user with a quick launch tool for embedded and HTML-based applications (when available). A vertical bar that runs down the right side of the 5360 IP Phone's display, it provides the user with the ability to quickly navigate to any application.

### Features

- 7-inch backlit high-resolution (800 x 480) color touch-screen display with brightness controlsx 480x 480
- one-touch access to features and applications
- colorized display content and applications for optimum visibility and usability

- dual embedded gigabit Ethernet ports (LAN and PC)
- 48 programmable, multi-function self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features, and applications)
- six context-sensitive soft keys for intuitive access to features and functionality
- wideband audio ready; hardware ships with a wideband headset (7 kHz) standard
- peripherals and modules support: Mitel Cordless Handset/Headset, Mitel Line Interface Module, Mitel MiVoice Conference Unit, Mitel Wireless LAN StandLine InterfaceLine InterfaceLine Interface
- 10 fixed-function hard keys: Hold, Menu, Message, Speaker, Mute, Transfer/Conference, Redial, Cancel, Volume/Ringing/Contrast Up and Down
- full-duplex hands-free speakerphone operation
- message/ringing indicator
- Mute and Message keys with LED illumination for status indication
- 7 kHz wideband handset standard
- off-hook voice announce and hands-free answerback

## MiVoice Conference Phone



The Mitel MiVoice Conference Phone is the first device of its kind, created in direct response to the need for an easier, more cost-effective way to collaborate. In a single, compact touch-screen device, it provides rich audio for multi-party conferences. Embedded collaboration services can be used to access and deliver in-room presentations and view documents located on personal mobile devices.

Using Mitel's patented beam-forming technology, the MiVoice Conference Phone's 16 microphones focus only on the individual speaking while virtually eliminating all ambient room noise and side conversations. Its seamless 360-degree sound pickup and crisp voice quality make conference conversations seem as if they were being held in person. These, combined with high-definition audio support (22 kHz wideband audio), creates an exceptional, immersive communications experience for conference participants.

Built on open, standards-based SIP protocols, the MiVoice Conference Phone can be deployed in Mitel or non-Mitel communications environments.

**Features:**

- high-definition audio with a four-party audio bridge
- 16 microphones situated around the device allow clear, 360-degree sound pickup from up to 12 feet away
- resists GSM interference from mobile and other wireless devices
- beam-forming technology automatically locates the prime speaker in the room, reduces the noise from other microphones and provides visual indication of the active speaker
- built-in, high-resolution, seven-inch, multi-touch color display (1024 x 600 dpi) for accessing call handling and presentation functions
- Remote Desktop Protocol capabilities so users can access a remote PC from the device for visual collaboration
- an embedded web browser (for Gmail, Google Contacts, MS Exchange Web, and web presentation services such as MiCollab, chat functions)
- embedded Microsoft Office readers/editors with cloud storage access and remote desktop access (no need to bring laptop to give a presentation)
- support for multiple file transfer methods including cloud (Dropbox and Google Docs), a USB flash drive or a micro SD card
- ability to link to the host's desktop
- sharing from a personal mobile device (e.g., tablet) by accessing a web collaboration service from the embedded web browser
- embedded Pictel SmartOffice suite for viewing/modifying PowerPoint, Word, Excel, and PDF files
- consultation Call feature enables users to call a non-participant even when the bridge is full
- audible tone alerts users when a participant has joined or left the conference
- able to connect to the [ENDCUSTFULL] corporate directory via Active Directory or LDAP support
- powered via PoE with optional PoE universal power adapter or multi-port PoE gigabit switch

## Mitel IP Programmable Key Modules 12 and 48



The 12-Button and 48-Button Programmable Key Modules (PKMs) extend the capabilities of the MiVoice 5324 IP Phone and 5224 IP Phone with additional LED indicators and 12, 48 or up to 96 additional buttons. The IP PKM Interface Module added to an IP phone allows the IP PKM 12 or 48 to be easily connected to the IP phone without an additional LAN port.

The additional personal keys can be programmed as feature keys, speed call keys, Direct Station Select (DSS) keys, or line appearance keys. Each has a line status indicator that works the same way as those on the associated telephone. They can be programmed easily through the telephone or by the system administrator.

### Cordless Handset and Cordless Headset



The Mitel Cordless Handset and Mitel Cordless Headset offer unprecedented convenience and corridor mobility for MiVoice 5330 IP Phone and 5340 IP Phone users. Users can communicate on their desk phone up to 300 feet (about 100 meters) from their desk.

## Features

- initiate Call/End Call key
- volume control keys
- Mute key
- built-in ringer (cordless handset)
- ability to place outbound calls while mobile with programmable Auto Speed Dial when off hook
- Speak@Ease or "0" or secretary speed call
- LED indicators on the cordless module, handset and headset indicate both connectivity and charging status
- eight hours talk time
- 43 hours standby time
- warning tone when out of communications range
- support for two cordless devices (handset and headset) per cordless module

- integrated cordless headset functionality eliminates the need for a handset lifter
- DECT-based design: DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference compared to Bluetooth

## Embedded Unified Voice Messaging

For optimum availability and rapid response times, MiVoice Office offers a complete suite of voice-processing applications including unified messaging with e-mail synchronization, MP3 and WAV attachments, voice mail, message notification and retrieval, automated attendant, call routing announcements (CRA), Record-a-Call, and optional BlackBerry message formatting (BES). This includes 32 embedded voice mail ports and over 80 hours of voice mail storage (upgradable to 300 hours).

The embedded Unified Voice Messaging forwards voice mail to e-mail in MP3 format and supports the VPIM protocol for voice mail networking. The embedded messaging capabilities offer bidirectional synchronization of deletion and read/heard messages. This synchronization can be associated with e-mail inboxes on Microsoft Exchange and IBM Lotus Notes as well as within hosted e-mail services including Gmail and Office 365.

SMTP encryption is used to forward voice messages securely to e-mail servers.

### Features

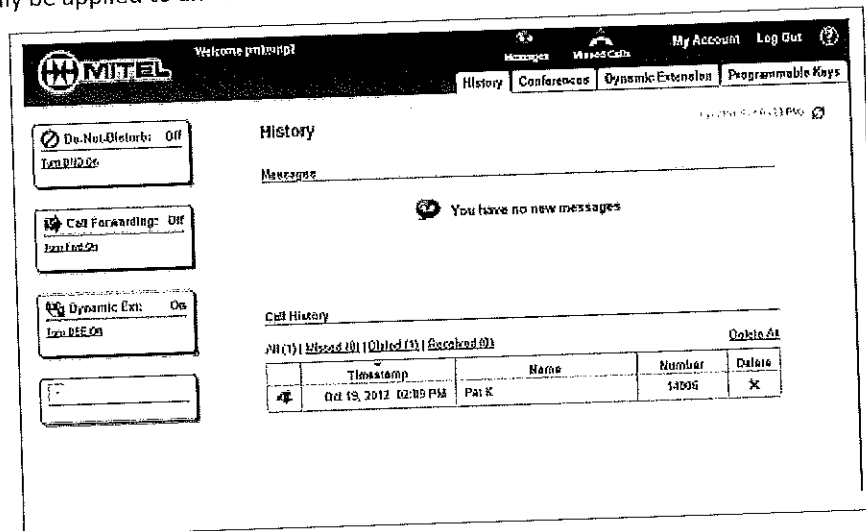
- password-protected user mailboxes
- a tutorial that assists new subscribers with mailbox setup
- simple message retrieval
- easy-to-use menus that allow users to send urgent (priority), private, or certified messages
- notification of waiting messages
- Record-a-Call—allows users to record a conversation and save it in their voice mailbox
- unified messaging with e-mail synchronization of deletions and heard/read messages; optional Blackberry message formatting and MP3 attachments
- automated attendant application with recall destination
- basic messaging
- call diversion
- call screening
- cancel unheard messages
- cascading remote message notification
- centralized voice mail support
- directory services
- information storage
- return call via caller ID or to an extension
- Schedule Time-Based Application Router (STAR)
- supervised transfer

- system group lists
- un-delete message
- voice mail
- voice mail networking (VPIM, Digital and/or AMIS)
- caller ID

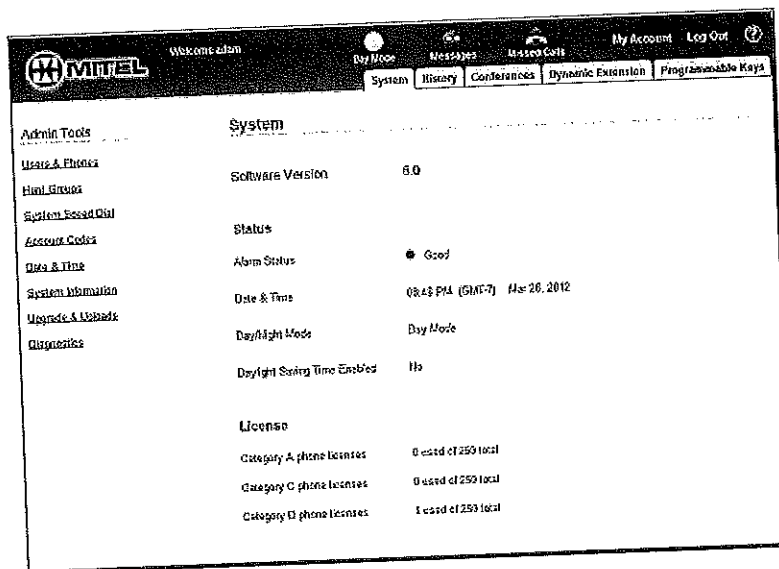
Four ports are included with additional ports licensable in increments of four. The enhanced e-mail synchronization capabilities can be enabled by purchasing a single system-wide license, which also enables use of MP3. BES support requires an additional license.

## System Administration and Diagnostics

MiVoice Office is quick and easy to install in both single-node and multi-node environments. The system can be configured through an installable PC client program that provides a powerful Microsoft Explorer-like user interface that includes copy and paste, wizards for common tasks, and context-sensitive help. Configuration can be performed over an IP connection or using MiVoice Office's built-in modem. MiVoice Office also offers the ability to configure a system's database offline without connecting to an actual MiVoice Office system. The resulting database can easily be applied to an actual MiVoice Office system.







Web-based Administration. An Administrative Web Portal (AWP) allows a person with the appropriate system privileges to make database user additions and changes. The first image above shows what the AWP would look like for a person defined as a User; the next image below displays how the AWP would be presented to a person who has been defined as a Customer Configurator or Advanced Administrator.

The User & Phones tab can be used to add/change user attributes.

DHCP for MiVoice Office End Points. MiVoice Office's embedded DHCP server can automatically provide the proper DHCP options to increase solution installation times and reduce the chance of a misconfiguration. While the server may service all Mitel and non-Mitel devices requesting an IP address, by default it is configured to respond only to MiVoice IP Phones (or a range of Mitel phones). This ensures the devices get their IP address and required network parameters from the DHCP server. The DHCP server can also be configured to assign static DHCP IP addresses to specific IP hosts.

## User Web Portal Key Programming

Phone key programming within the User Web Portal simplifies the programming of the phone's customizable keys. For full user convenience, the Programmable Keys page is available from the Web Portal along with a tab called Programmable Keys.

## Meet-Me Conferencing

The Meet-Me Conferencing feature allows internal and external users to dial into a conference instead of being manually added by an internal user. It can even consist entirely of outside parties; an internal system user does not have to be present. In total, the MiVoice Office supports up to 20 participants per conference and 40 simultaneous conference resources. Participants can initiate or join a Meet-Me Conference by dialing the Conference Assistant and entering the valid access code.

## Remote Working

MiVoice Office's embedded remote working feature requires no server, no licensing and no additional cost. Included in the base MiVoice Office solution, this feature provides remote workers with seamless, secure access to the communication capabilities of head office. By using the same voice mail, conferencing and corporate security features as their in-office colleagues, remote workers can become more productive and in touch. At the corporate level, the remote working feature can lower overhead expenses and long-distance call charges.

The remote working capability can be implemented quickly and easily using a MiVoice IP Phone. Once head office's remote gateway is configured appropriately and its IP address entered by telephone keypad, the phone automatically establishes a connection to MiVoice Office and becomes registered as a valid extension of the office phone system.

## Dynamic Extension Express

The MiVoice Office Dynamic Extension Express (DEE) mobility features enable mobile users to be reached with a single business number through any device at any location. Through mobile twinning, up to 10 of the user's devices ring simultaneously. The user picks up whichever device is being used (desk, cellular, home IP, home, Mitel MiCollab Client softphone) or, if the user is unable to answer, the call will go to the office voice mail box.

If while on a call taken by cellular phone, the user returns to the office, the call can be transferred to a desk phone seamlessly using the Handoff feature. Handoff moves the call without interruption from one device to the other with a simple press of the Handoff feature key or feature code.

DEE also offers a cascading capability also known as step-wise routing. With this feature, the call rings the desk phone first. If it is not answered at the desk, it will ring the twinned device next. Besides eliminating unnecessary missed calls on the user's mobile phone, step-wise routing avoids the unnecessary use of costly trunks.

DEE features are configured by the system administrator. End users can turn DEE on or off via a feature key code or by using the voice-guided Configuration Assistant.

Mid-Call Features (MCF) provides a way for mobile users to take advantage of Hold, Transfer, Conferencing, and Consultation call features when placing calls using Dynamic Extension Express (DEE). MCF provides maximum flexibility and productivity to users through extending MiVoice Office capabilities to mobile devices.

## Auto Attendant

The MiVoice Office auto attendant is a programmable feature that provides a direct automated call-answering service. Alternatively, it can provide back-up call answering for multiple departments or the entire system. Auto attendant can be operational full time or can be programmed to only take specific calls.

A system call routing announcement application utilizes digit translation to enable the caller to dial a station, voice mailbox, a fax-on-demand application, or hunt group. The layered call routing announcement capabilities with digit translation allow users to create auto attendant trees and various levels of programmable digit-translation nodes.

## LAN Requirements

For best performance, we recommend establishing the following LAN elements for MiVoice Office implementation:

- Managed Ethernet Switch: a multi-port, 10/100/1000Base-T auto-sensing, managed Ethernet switch with full 802.1p/q and VLAN support, used to connect various internal resources directly to the LAN
- Quality of Service Mechanisms: fully programmable IEEE 802.1p/q support for DiffServ, VLAN services, and priority settings (programmable by system, subnet, or through an IP address range)
- DHCP Configuration for IP phones. The administrator can assign IP addresses from MiVoice Office or by external DHCP server.
- Spanning Tree: We recommend the use of Spanning Tree on the MiVoice Office network.

## Electrical and Physical Specifications

### Electrical Requirements

Electrical Input	Isolated, dedicated, 105 VAC to 125 VAC (or 220 VAC), 15 A (minimum), 57 Hz to 63 Hz, single-phase commercial power source
Power Consumption	125 W

### Physical Dimensions

Standard Rack Mount Size	2 U
Length	8.75 in. (22.2 cm)
Width	15.5 in. (39.4 cm)
Height	3.5 in. (8.9 cm)
Weight	9.2 lb (4.2 kg)

## Environmental Requirements

### Operational Environment Requirements

	HX	DEI
Temperature (recommended)	32°F to 104°F (0°C to 40°C)	50°F to 80°F (10°C to 27°C)
Temperature (limits)		32°F to 104°F (0°C to 40°C)
Relative Humidity (recommended, non-condensing)		20% to 80%
Relative Humidity (limits, non-condensing)	5% to 95%	5% to 95%
Maximum Heat Dissipation (fully loaded)		580 BTU/hour

Conversion factors: 1 watt is equal to 3.412 BTU/hour. One ton of refrigeration is equal to 12,000 BTU/hour or 3.516 kilowatts. 3/4 kilowatt hour is equal to 1 ton of refrigeration.

### Storage Environment

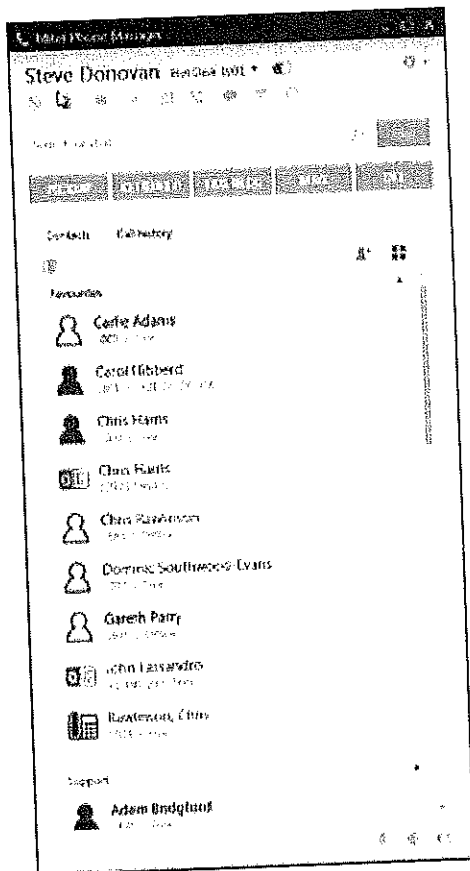
The HX Controller is best placed in a clean, dry, well-ventilated, well-lit and easily accessible area. It must not be located near sprinkler systems, sweating pipes, steam pipes, steam vents, corrosive fumes, exhaust from machinery, electronic equipment that generates strong radio frequency fields (such as transformers or motors), and equipment that generates strong magnetic fields.

Heating, cooling, forced ventilation (and humidification or de-humidification) should be used as necessary to maintain the required conditions.

Condition	Specification
Temperature	-39°F to 185°F (-40°C to 85°C)
Humidity (relative humidity, non-condensing)	5% to 95%

## Optional Phone Manager Desktop Software

Mitel Phone Manager makes day to day office communications simple by giving users complete control over their telephone. Not only does this reduce the need for training but also means users can make the most effective use of their time.



Mitel Phone Manager provides you with colored coded presence icons of your co-workers to show you who is available, on a call, or out of the office. It provides you with point and click access to initiate a phone call or Instant Message session with your other users on the system. Up to 4 calls can be easily controlled at any one time with clear information showing which call you are connected to. In addition, users can easily manage their forward, divert and do-not-disturb status. Mitel Phone Manager gives you this ability by clearly showing users the source of each call they take with a colored title bar and caption. If required the caption can be expanded to include more information about the call to enable them to answer it in a specific way. In addition, customer contacts that have been loaded onto the system can be clearly defined as VIPs so that users know when important customers are calling.

To see a Video Demonstration of Mitel Phone Manager visit the link below.

<https://www.youtube.com/watch?v=aJjiwR7zF5M>





## Village of Winneconne IP Phone System Replacement

May 24, 2016

Prepared by:

**Fred Kunkel | Technology Advisor**  
608.834.4701  
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**marco**  
*taking technology further*

[marconet.com](http://marconet.com)





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*taking technology further*

May 20, 2016

Village of Winneconne  
Mitchell Foster  
30 South First Street  
P.O. Box 488  
Winneconne, WI 54986-0488

**RE: COVER LETTER**

Dear Mitchell:

Thank you for the opportunity to work with Village of Winneconne and provide the following response to your Request for Information.

Marco was established in 1973 and our mission is to help our customers effectively apply technology that contributes to their success. By making it a priority to have knowledge of business processes, industry experience and technical expertise, Marco is able to help you achieve new levels of performance and productivity. We serve over 27,000 customers through the upper Midwest and nationally with our offices in Wisconsin, Minnesota, Illinois, Iowa, Missouri, Nebraska, North Dakota and South Dakota.

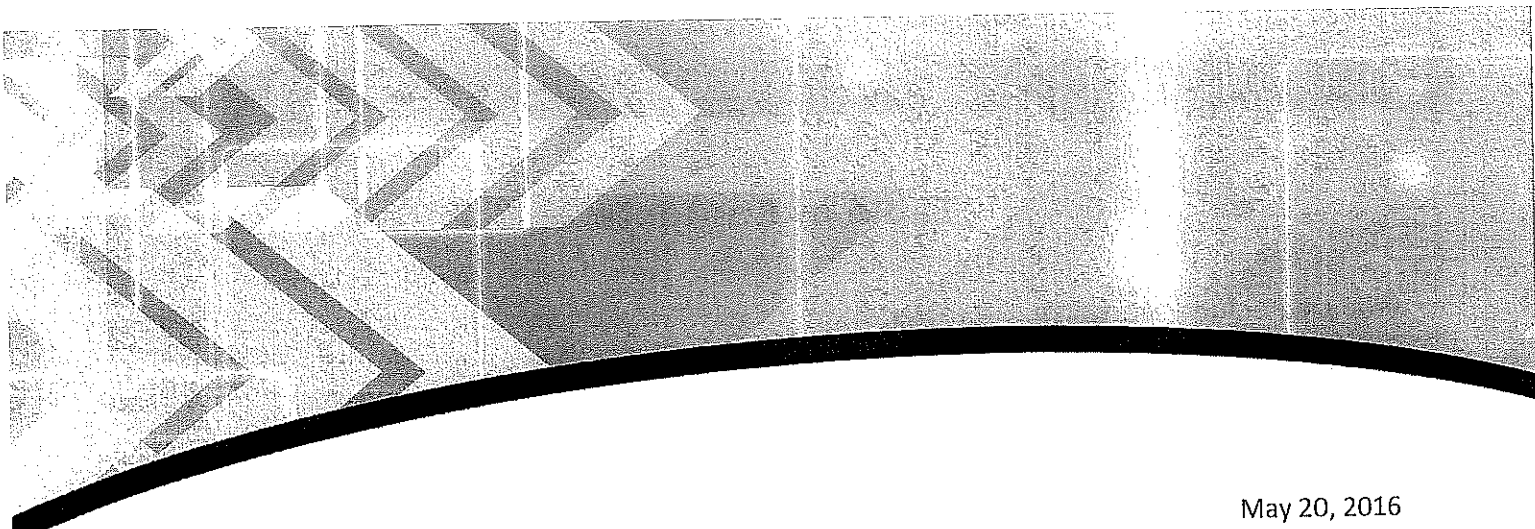
In collaboration with our technical experts, we will work with you to design a program that will make all of your networking solutions work together. Marco has over 500 certified systems engineers and technical representatives that have earned a reputation of excellence for solving tough connectivity issues on diverse platforms.

We understand that business relationships do not just happen, they are developed over time. Long-term customer relationships are what have made Marco what we are today. Our passion, experience and commitment to every project are why customers count on us for all of their technology needs. We look forward to having the opportunity to provide a demonstration on the Mitel solution and build an ongoing relationship with the Village of Winneconne.

Sincerely,

A handwritten signature in cursive script, appearing to read "Fred Kunkel".

Fred Kunkel  
Technology Advisor  
608.834.4701  
fred.kunkel@marconet.com



May 20, 2016

MiVoice Office 250 Phone System Recommendation for

## Village of Winneconne

Mitchell Foster  
30 S 1st St  
Winneconne, WI 54986  
920.582.4381

Prepared by:

Fred Kunkel  
608.834.4701 or 800.892.8548  
fred.kunkel@marconet.com



marconet.com

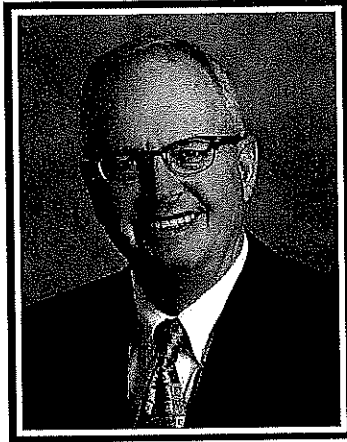


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Here are just a few reasons why partnering with Marco for your technology services is the right decision.



*When you work with Marco, you get our very best every day—our best people, our best support services and the best technology in the industry. Because consistently outperforming your expectations is the key to building strong partnerships.*

Jeff Gau, CEO

To learn more about Marco's high-performance culture, visit [aleadershipculture.com](http://aleadershipculture.com).

### **Passionate employees**

When you love what you do, it shows. And we have a generous list of awards to prove it. Marco is consistently named a top workplace by highly respected organizations locally and nationally for being a fun and friendly place to work, a good corporate citizen and a caring employer.

### **Committed to our communities**

Marco is committed to giving back to the communities we serve. We contribute financially, sponsor events, participate in fundraisers and encourage employees to volunteer on and off company time.

### **Customer survey process to ensure we're doing things right**

We have consistently been sending out monthly surveys and measuring the results since 1994 to make sure we're doing everything we can to keep our customers happy. We're proud to say that 90% of customers surveyed say they would recommend Marco.

### **Quality assurance program to keep us sharp**

We use Lean continuous improvement principles to keep us focused on working smarter. Because the more efficiently we operate on the inside, the better service we offer on the outside.

### **Over 500 certified systems engineers and technical representatives**

You have access to a depth of technical expertise to help you stay on top of the latest technologies. Our technical staff is certified at the highest levels for their area of expertise because your business deserves nothing less.

### **Real-time service dispatching with GPS software**

We use real-time GPS technology to determine which resource is closest to your location. That means quicker on-site service and more efficient use of everyone's time.

### **Convenient online services**

Marco's online services make it easy to send a service request, order supplies and check your account history in real time.

### **Quick response to your service requests**

Our full-time dispatchers and support desk representatives consistently maintain a 98% live call answer rate and resolve 97% of service issues remotely so you experience less down time. We use real-time GPS technology to determine which resource is closest to your location when on-site service is needed.

### **Industry-leading partnerships**

You benefit from the innovation and resources of our industry-leading partners. Together we are committed to helping you connect the right technology to

### Proposed Solutions

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#### About Mitel



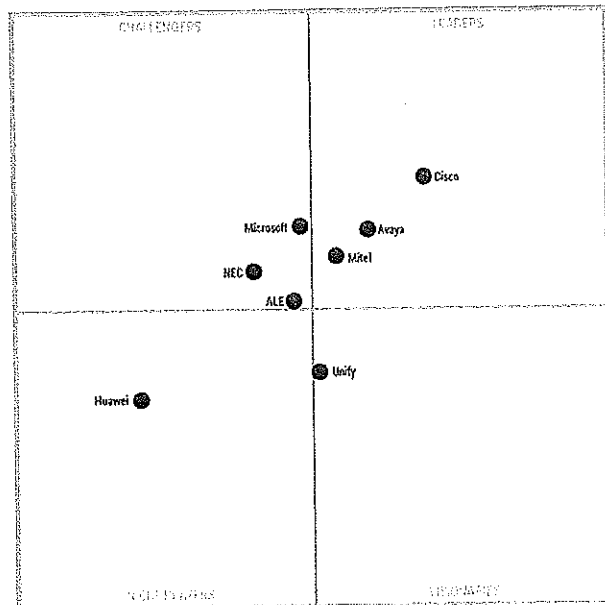
Mitel (Nasdaq:MITL) is a global provider of business communications and collaboration software and services. For more than 35 years, thousands of businesses worldwide have invested in and relied on Mitel's market-leading portfolio of communications solutions, managed services and network services to help them improve their

business performance and service delivery. Mitel operates in over 100 countries, with a sales and service organization of over 70 offices, in conjunction with over 1,600 value-added resellers and partners around the world.

In 2014, Mitel completed its merger with Aastra Technologies Ltd., positioning the company as a global leader in business communications, with an emphasis on taking the lead as the market continues its long-term migration to cloud-based services. The current move to the cloud follows Mitel's prescient decision during the previous decade to focus on IP-based communications, in accurate anticipation of the industry's upgrading from traditional analog telephony.

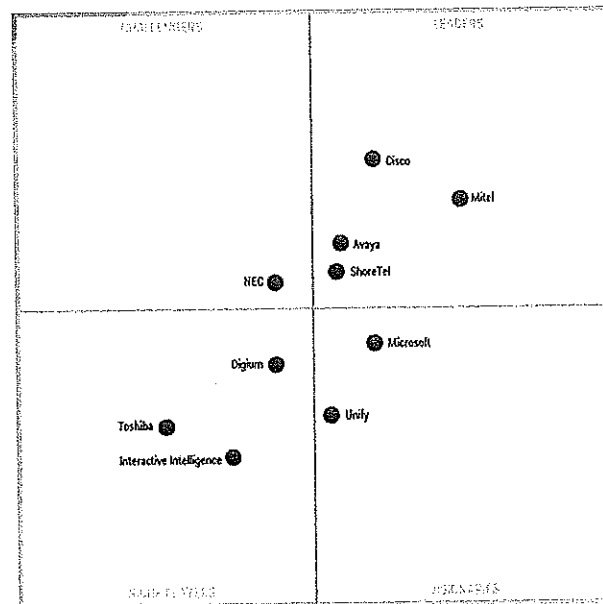
Mitel is now a clear market leader, with combined annual revenue of US\$1 billion, 60 million customers worldwide, and top market share in Western Europe. The combined business provides Mitel with a \$100 million annual Research and Development budget used to pursue innovation and the development of a broad range of regional and global solutions. In fact, this is reflected in the 2015 Gartner's Magic Quadrant Report, Mitel is Leader for Corporate Telephony, and the only brand to appear in all five Gartner Magic Quadrants for business communications:

Magic Quadrant for Corporate Telephony



Source: Gartner (October, 2015)

Magic Quadrant for UC for Midsize Enterprises



Source: Gartner (May, 2015)

Mitel's channel partners provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

The Mitel Freedom architecture is the foundation of what Mitel business units and efforts have to offer. Mitel Freedom will provide you with the flexibility and simplicity to support today's dynamic work environment. Through a single cloud-ready software stream, you will receive advanced communications and collaboration capabilities that liberate businesses from single-vendor architectures and enable them to implement leading-edge solutions on any network, extend the "in-office" experience anywhere, on any device, and offer a choice of commercial options to fit business needs.

Partnerships are a crucial part of Mitel and its offering. It is Mitel's priority to build long-term relationships with other companies to create better solutions for its customers. By collaborating with industry leaders such as VMware, Vidyo, and Microsoft, Mitel and its partners continue to develop integrated and innovative solutions that work for you.

Mitel solutions are highly scalable, secure, simple to manage, and optimized to meet evolving communications needs. With unmatched reliability and scalability, they enhance employee productivity, increase customer service, reduce costs, and generate new revenue streams. Mitel sees communications as an investment in a business' ongoing performance, not a one-time equipment acquisition.

Through a conscientious IP migration strategy, Mitel enables businesses to maintain their existing infrastructure investment while taking advantage of the latest IP technologies. Leading the unified communications market with the latest in presence integration, it provides businesses with what they want: choice.



### Mitel MiVoice Office 250

The MiVoice Office 250 phone system is an affordable and flexible communication platform for small to mid-size businesses.



Are your employees dispersed among offices, home offices and working from the road? The MiVoice Office 250 connects employees from every location, increasing productivity and lowering your communication costs. MiVoice Office 250 was designed and built specifically with small and medium sized businesses in mind by the communications experts at Mitel.

Right out-of-the-box, the MiVoice Office 250 offers businesses a complete suite of productivity enhancing applications. What this means is from the start, the business requires fewer servers, requires less space to deploy the solution, and can immediately benefit from applications that will greatly assist them with being more responsive to clients and allowing employees to be more productive. These applications include:

- Voice Messaging
- Unified Messaging
- Automated Attendant
- Ad-Hoc Conferencing
- Meet-Me Conferencing
- Automatic call routing to employees or groups
- Hot Desking
- Linking / twinning of employee phones with mobile devices (Dynamic Extension Express)
- Mid-Call Features on twinned devices
- Support for remote / home-based phones for teleworkers without the need for VPN services
- Inbound call routing based upon on the time of day, day of the week or specific dates (Scheduled Time-Based Application Routing (STAR))
- And System reporting

In addition, the MiVoice Office 250 supports a range of advanced applications designed to enhance the business, such as MiCollab, MiCollab Client, MiContact Center Office, and Mitel Phone Manager. Multi-Node Video Support, Video Integration with MiCollab (native clients)

MiVoice Office 250 offers Mitel Phone Manager Softphone as an ACD Agent. (Delivers the support for applications to work in conjunction with SIP endpoints). And also supports Windows 10.

MiVoice Office 250 uses a software and hardware platform that combines the best of data networking and TDM switching architectures. It supports MiVoice Digital and IP telephones, IP networking for up to 99 sites and is designed to be customized with add-on modules & processors, all in a form factor that is optimized for shelf-top, rack-mount and wall-mount scenarios.

The MiVoice Office 250 maximizes your communications investment with full network support and feature transparency for single or multiple locations through existing LAN and WAN infrastructures. Tightly integrated presence management, collaboration and messaging tools—such as unified communications, Web collaboration, call center software, voice

processing and unified messaging—enable your business to build customer loyalty, enhance employee productivity and facilitate the mobility of your staff. MiVoice Office 250 communications server solutions allow you to deploy full-featured IP telephones (endpoints), including IP desktop and IP wireless phones—where and when it's right for your business. To further protect your communications investment, the Mitel MiVoice Office 250 also allows you to expand your system environment through Mitel's Digital Expansion Interface (DEI) if you require digital phones and/or analog support.

The Mitel MiVoice Office 250 network communications solutions are based on open architecture interfaces and standard protocols which offer the flexibility to tailor the platform to suit your dynamic needs. Support for VoIP protocols, such as Session Initiation Protocol (SIP), provides a communications pathway—connecting diverse tools together so that they can “speak” to each other. SIP enables simple, flexible connectivity, which allow infrastructures, applications and endpoints to interact in a standard manner. IEEE supported standards, such as 802.11b and 802.3af, enable your business to provide tools that facilitate the mobility of employees. ITU-supported standards include G.711, G.729 and T.38. Mitel is focused on continued support for these standards and many other industry-standard interfaces, which will help address your unique business needs.

### **Improving Business Processes:**

- Experience improved ROI on your network infrastructure investment
- Improve customer interactions and employee productivity with integrated Mitel software applications
- Increase efficiency and lower communications costs by seamlessly connecting remote offices and employees
- Expand and enhance your communications capabilities as your business needs dictate with a wide range of IP and applications standards that allow flexibility and enhance the core system
- Easy on-site installation, configuration and maintenance
- Multi-Node Video Support
- Video Integration with MiCollab (native clients)

### **Mitel MiVoice Office Enhanced Unified Messaging**

The Unified Messaging for UVM enhances its embedded messaging capabilities by providing bi-directional synchronization of deletion and read / heard messages. This synchronization can be associated with e-mail mailboxes stored on Microsoft® Exchange, Office 365, Google Apps, Lotus Notes®, or Novell® GroupWise®. The new synchronization capability allows a user to process a message only once, regardless of whether they use the voice mail telephone user interface (TUI) or their e-mail client:

- If the user deletes the message from voice mail, it will be deleted from e-mail. Likewise, if the user deletes the message using e-mail, it will be deleted from voice mail.
- If the user listens to a message using voice mail, it will be marked as “read” in e-mail. Likewise, if the user reads the e-mail containing the voice mail attachment, the corresponding voice mail message will be marked as “saved.”

Besides supporting the common e-mail servers listed above, UVM also supports a specific message format designed for integrating with RIM®'s BlackBerry® Enterprise Server (BES).

The format for the voice mail attachment can be configured to be WAV, MP3, or none (envelope notification only). Note that the use of MP3 is processing intensive and may result in significantly delayed message delivery. Mitel recommends a Processing Server (PS-1) if messages, including Record-a-Call, will be longer than five minutes.

### **Hot Desking (Single Node)**

Hot Desking is the ability for a user to "log in" to another phone and have that phone become "theirs" for the duration of the hot desk session. Hot Desking is currently limited to within a single node.

Single-node Hot Desking typically address's two common customer scenarios:

- Office workers that telecommute some of the time -- Hot Desking allows their home IP phone to become their main extension with all rights, privileges, identity, etc.
- Remote workers that are in the office some of the time -- The typical example is a real estate office in which users are out of the office most of the time, but they need to use shared office space when in the office. This scenario is sometimes referred to as "hoteling."

Hot Desking can be utilized on any Digital or IP phone.

### **Meet-Me & Ad Hoc Conferencing**

Meet-Me Conferencing provides conference bridge numbers to which callers can dial in and be connected to an audio conference call. This feature is in addition to the "ad hoc" conferences, which can only be created by manually adding members to a call using an internal phone.

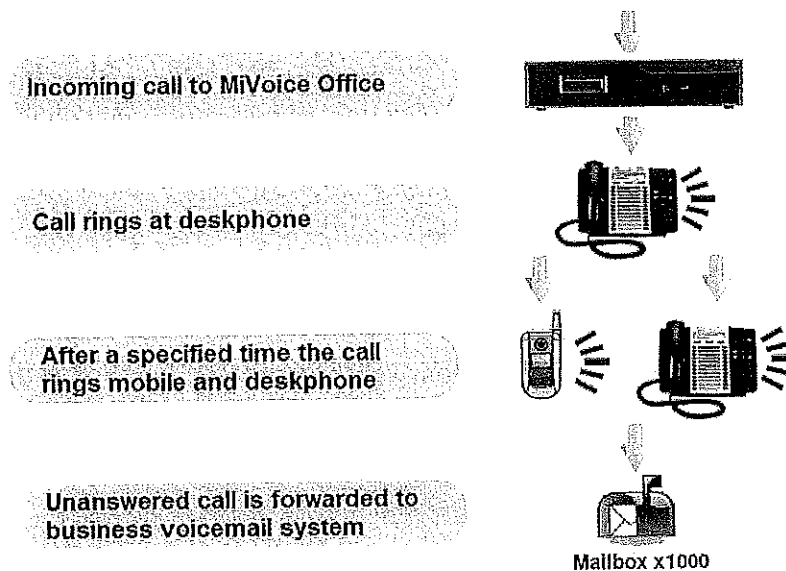
Meet-Me & ad hoc Conferences can include up to 20 parties in a conference, and up to 40 parties with expansion.

Meet-Me Conferencing is accessible thru the dial-able Conference Assistant with conference codes, and setup on demand via a User Web Portal or Telephone User Interface (TUI)

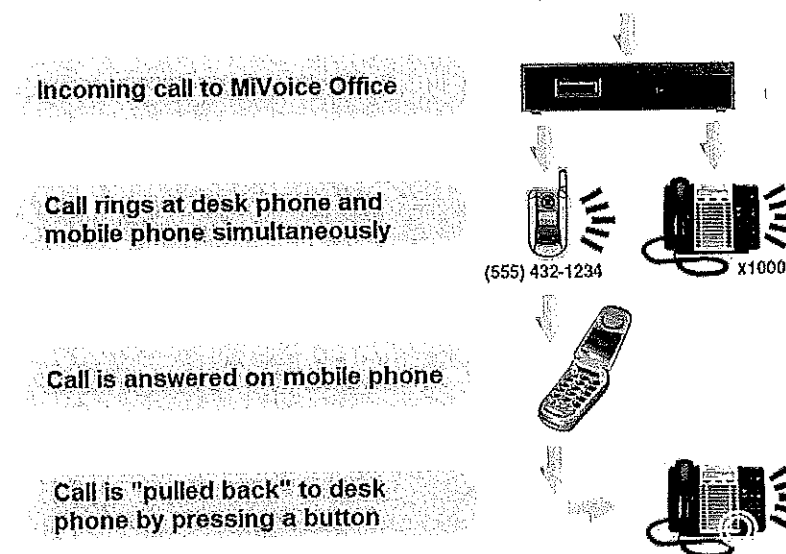
### **Dynamic Extension Express (Embedded Twinning)**

Dynamic Extension Express enables mobile workers to increase their accessibility and reduce mobility charges through flexible call routing and embedded twinning. Through Dynamic Extension Express, they can have calls routed to their desk phone and their mobile device simultaneously. Optionally, they can avoid unnecessary mobile calls by first routing calls to their desk phone before twinning between their desk phone and up to 10 remote or mobile devices. If the call remained unanswered upon reaching any of those devices, it would then be routed to voice mail. Users can also hand off calls from a mobile device to a desk phone, saving on the expense of carrying a call on the mobile network if they receive the call while they are in the office.

## MiVoice Office Personal Call Routing Example #1



## MiVoice Office Personal Call Routing Example #2



## Mid-Call Features (MCF) for Dynamic Extensions

Mid-Call Features (MCF) allow mobile users with Dynamic Extension Express to take advantage of such core PBX features as Hold, Transfer, Conference, etc., for quick and simple consultation with "in-office" colleagues. MCF extends the MiVoice Office capabilities to mobile devices for maximum flexibility and productivity. It is delivered through a set of voice guided menus rather than users having to remember feature codes. (Note, prompt language is automatically aligned with that of the user's main extension.)

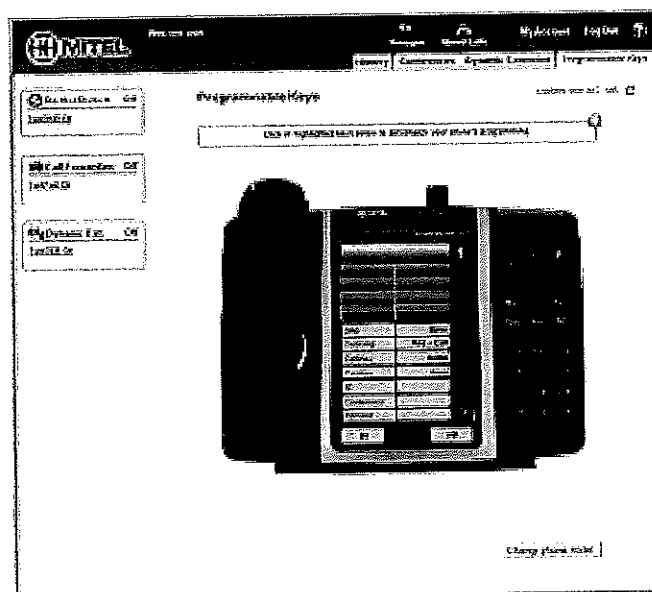
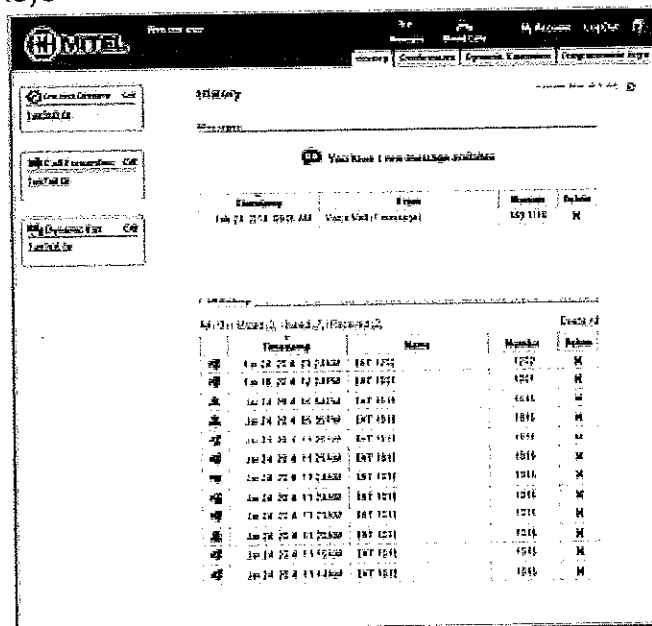
With MCF, once you place the original call on hold, you will be prompted to either transfer

to, or conference in another party. For example, you can transfer to a colleague, to the company operator or auto-attendant or even to an outside line. Over time, as the user becomes more accustomed, they can easily type-ahead over the voice prompts.

## MiVoice Office User Web Portal

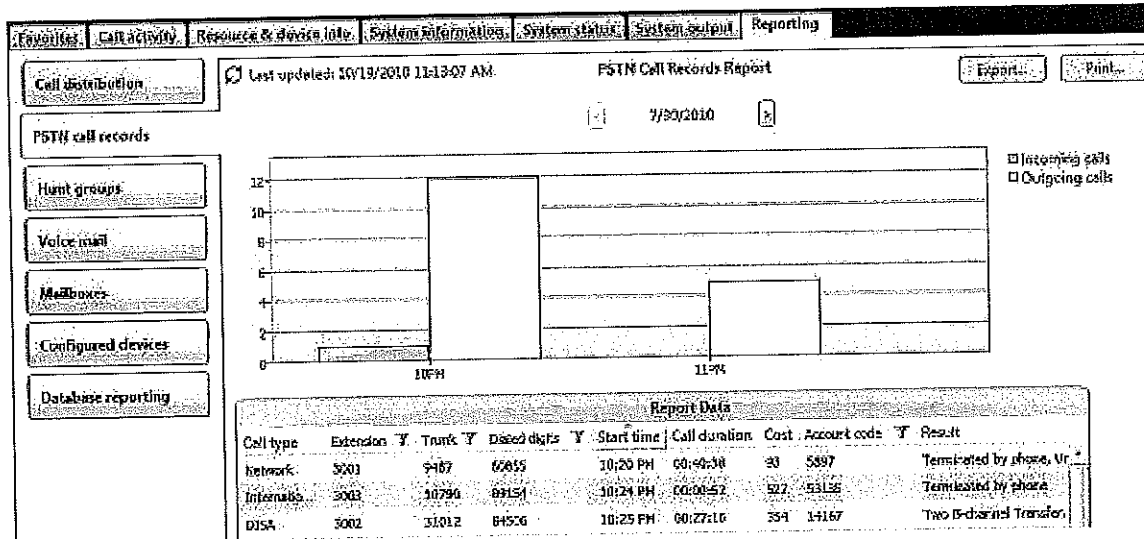
The Mitel MiVoice Office User Web Portal application allows you to view and manage the following phone and user account options:

- Do-Not-Disturb (DND)
- Manual Call Forwarding
- Dynamic Extension Expression (DEE)
- Station and Voice Mail Messages
- Call History
- Meet-Me Conferences
- Account Information (user profile, passwords/passcodes, and UVM Email Synchronization settings)
- Programmable Keys



### Embedded Reporting

Embedded reporting provides basic historical (not real time) call reporting for phones, hunt groups, mailboxes, trunks, etc. The system stores up to seven days of call data. Reports are delivered through the System Administration and Diagnostics client. This feature-rich interface allows for graphical representation and quick filtering of data. Most reports allow for viewing individual days or all seven days at once. Report data can easily be exported for further analysis with external tools such as Microsoft Excel®.



### Mitel Phone Manager

Mitel Phone Manager makes day-to-day office communications simple by giving users complete control over their desktop communications. Users can make the most of their time using features like Presence, Call Control, Caller ID, Call History, Call Forward and DND Control, etc..

The Mitel Phone Manager solution is a Client-Server design, with the Mitel Communication Service (the server software) running on a standard Microsoft PC or virtual machine (ESXi 5.1, 5.5, & Hyper-V), and the Mitel Phone Manager Client application running on the user's PC.

Mitel Phone Manager offers a unique and powerful set of UC features and CRM tools.

#### Features:

- Call Control – Hang up / Hold / Retrieve / Conference / Transfer calls, all from the PC
- Highlight & Dial – Highlight a number and just double click or use a keyboard hotkey to dial
- Search & Dial – Quickly & simultaneously access System & Personal Speed Dials, Internal & user CRM directories
- Call Details Banner – View live information about the call plus DID / DNIS / talk time / hold time etc.
- Presence Status Visibility – Iconic or detailed views on the status of Endpoints / Agents / Active Directory Users

## Recommendation

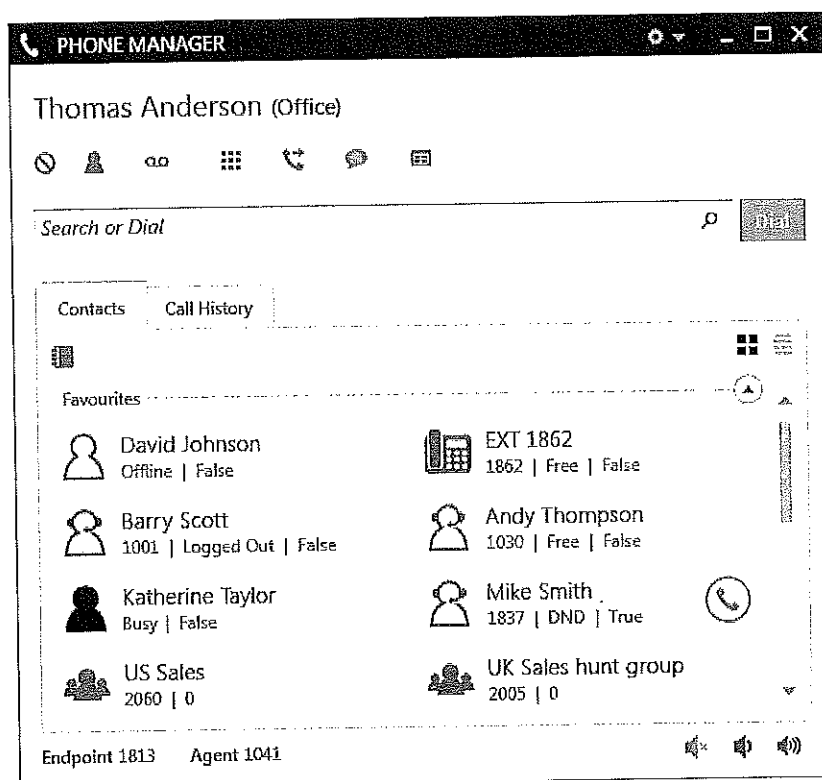
- Call History – View call history, dial back with one click or confirm Caller ID / Date & Time, etc.
- Change Endpoint States – Set DND / Set Call Forward
- SIP Softphone option - OAI integrated, fully featured softphone, integrated with MiVoice Office 250 R6.0 SP2
- Microsoft Outlook Integration - including access to personal contacts for dialing and screen-pop's, automatically creating a MiVoice Office 250 Meet-Me calendar entry, and auto DND setting based on calendar
- CRM Integration - available to Microsoft Dynamics CRM, Goldmine, Netsuite, Sugar CRM, Salesforce.com and many more. Customization Tool bar for task automation. SDK including REST web service, .NET and event driven VB Script. 1st Party TAPI driver available (not applicable in terminal / thin client environments)
- Team Leader - offers control of other users on the system and visibility of hunt groups
- Active Directory Support - including import by Organizational Units

Mitel Phone Manager also supports many long awaited MiVoice Office 250 end point features, including:

- Support for voicemail notification by hunt group membership
- Enhanced Alarm support with visual alerts for Communication Service and CT Gateway alarms
- New UI with context sensitive toaster style call control window with Mute and Dial-pad links
- DSS presence view displays centrally configured departments and teams
- Call banner profiles for differentiating between different types of calls, e.g. VIP callers
- Auto answer feature (ACD, UCD calls), assigned by client profile

### Office Environments

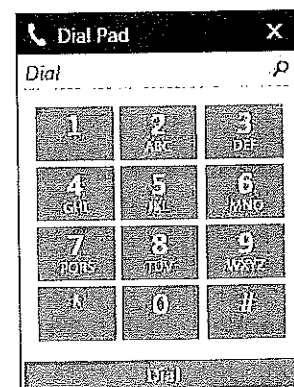
Mitel Phone Manager provides presence information for all users and makes transferring calls around the business as simple as possible. Chat between work colleagues is a key tool for day to day communications and the out of box integration to Microsoft Outlook, provides users with screen popping and easy dialing of contacts, either through the system directory or access to system speed dials, using a context-sensitive search bar.



### Softphone

Designed as a replacement for the highly praised 8602 the new softphone desktop features of Mitel Phone Manager are ideal for users on the move. Mitel Phone Manager can now be a user's primary endpoint, providing all audio via a SIP connection to the MiVoice Office 250 (Cat-F license required).

The softphone is completely integrated into the Mitel Phone Manager desktop, giving the user the best possible experience. Through OAI integration many core features not available on a standard SIP endpoint are available, such as Forwarding control, Do Not Disturb control, Alert Notification etc. (Note: ACD functionality is not supported in this softphone release).



### CRM Integration

Mitel Phone Manager is also a CRM tool. There is no other solution that offers the range of CRM integration features out of the box as well as custom CRM type applications in this market segment.

Mitel Phone Manager includes a full toolbar and integration to Microsoft Dynamics CRM, NetSuite, Salesforce.com and many other popular applications. A TAPI (1st Party) interface, is also included along with support for customized macros and the use of Mitel Phone Manager's .NET API.

### Call Control and Highlight & Dial



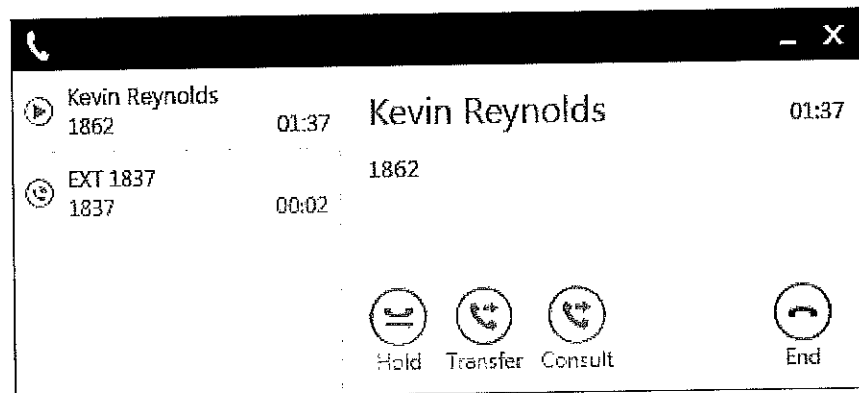
## Recommendation

Making and transferring calls is a simple process using Mitel Phone Manager and can be done with a mouse click rather than a multi-step process on the endpoint. Up to 4 calls can be easily controlled at any one time with clear Caller ID information showing who you are speaking to.

Users can highlight a phone number in any document or browser window, then dial via (configurable) hot-key or double mouse-click. This is especially useful when dialing numbers from a spreadsheet.

### Call Identification

Not every call a user takes will be about the same topic and in some circumstances you may want to prioritize certain calls over others. Mitel Phone Manager gives you this ability by clearly showing users the source of each call they take with a colored title bar and caption. We called this the Call Banner. If required the caption can be expanded to include more information about the call to enable them to answer it in a specific way.



### Agent, Forward & DND Control

Control of the telephone is not just limited to calls; users can easily see and change their manual Forwarding and Do-Not-Disturb status as well. Mitel Phone Manager will also display a clear view of any hunt groups the user's agent ID is assigned to, so they can easily choose, which hunt groups to log into.

### Call History

Each user is presented with a comprehensive call history and can redial any individual call, with a button click. Missed calls are clearly defined, as are calls from contacts in the centralized or personal directories.

Mitel Phone Manager can be used in any MiVoice Office 250 implementation from Office environments to multi-node Call Centers. Mitel Phone Manager is a feature rich platform, offering centralized configuration and simplified roll out functionality.

### Presence

Clear visibility of other users within the organization makes it much easier to find users to help with queries. Mitel Phone Manager displays the status of other users, endpoints and agents on the system as well as presenting pre-configured views based on departments and teams.

With a tight integration to Microsoft Outlook, you can enable Outlook to control your Mitel Phone Manager DND status based on your calendar. For example, your DND can be set during a scheduled meeting.

### Alarm and Emergency Notifications

Alarms and emergency call alerts on the MiVoice Office 250 can be sent to Mitel Phone Manager clients. When an alarm is raised or an emergency call is in progress, the client displays an alert window. Alternatively, the system can also send alarms by email.

The Mitel Phone Manager solution offers three (3) levels of user licensing. They are:

**Outlook** – This is the basic license level that comes bundled with each solution. Includes basic features such as Call Control, Endpoint Control (DND, Call FWD, Voicemail etc.), Directory and Contacts status view search and dial, call history, Chat (IM), and well as Dial Outlook contacts, screen pop Outlook, Sync Outlook calendar with DND state, Auto create Meet-Me Conference appointments in Outlook, Short cut “Hot Keys” and Call banner profiles to alert VIP ringing calls to users. This license level is needed as a minimum to support the optional softphone license, which can also be attached to higher level licenses.

**Professional** – Outlook features plus: 5 user configurable buttons, application support (Screen pop plug-ins for @20 of the top CRM systems such as Salesforce.com, Goldmine, ACT!, Microsoft Dynamics CRM, Maximizer, Zoho, Tigerpaw, Netsuite, Sugar CRM etc.), Keystroke and VB Script Macros for integration to other CRM system .NET DLL integration tools, centrally managed Toolbars for additional feature button ribbons. These features introduce Contact Center functionality so that a common interface is available for users with different applications on the system.

**Team Leader** – Supervisor level user, includes Professional features plus user remote control of DND, ACD state and FWD state, Silent Monitor (once or Continuous), Hunt group status icons and PBX alarm notification.

### Mitel 5304 IP Phone

The 5304 IP Phone is a cost-effective entry-level display phone that provides access to the features and applications enabled by Mitel IP-based IP communications platforms. This two-line, dual-port IP phone with a 20-character backlit display works behind the MiVoice Business or MiVoice Office platforms. It is specifically suited to be deployed in areas where a small footprint is required.



#### Features of the 5304 IP Phone include:

- 2 x 20 Backlit display (with auto-dimming)
- 2 Lines with LED indication: 1 prime line and 1 programmable key with LED
- 8 Programmable keys: speed dials, features access codes, paging, conferencing, voicemail access etc.
- Paging & page receive capability
- Direct page & group page support
- Incoming call visual indication
- Message waiting indication
- Adjustable volume / ringing controls
- Wall-mountable (optional)
- Multiple powering options (802.3af compliant)
- ADA Compliant (HAC handset)
- Small footprint (26.5 cm x 10cm or 10.5" x 4")
- Designed for power conservation: reduces power consumption for overall energy savings

### Mitel 5320e IP Phone (Backlit)

The Mitel 5320e IP Phone is an economical, entry level, self-labeling enterprise phone that is specifically designed for communications-intensive companies that require a converged IP infrastructure to deliver productivity and customer-enhancing applications and services to the user desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications. The 5320 IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. It is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone. Administrators will appreciate the ability to easily manage users through remote programming, eliminating the need for any paper labels, and thereby reducing installation and ongoing operational costs.



*Display Varies on Platform*

#### Mitel 5320e IP Phone (Backlit) features:

- Large backlit graphics display (160 x 320)
- 8 programmable, 1-touch multi-function, self-labeling keys
- HTML Desktop Toolkit included for applications development \*
- Gigabit Ethernet Stand support
- 12 fixed function keys, \* 3 context-sensitive softkeys for intuitive feature access \*
- Supports Mitel Unified Communicator® (UC) Advanced application
- Supports Mitel 5300 Intelligent Directory
- Desktop user tool: Browser-based desktop configuration and programming tool for easy access to telephone system features as well as key labeling
- Dual Mode: Supports Mitel IP (MiNET) and SIP protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100/1000 Mb integrated Ethernet switch)
- Multiple languages support Icon buttons for global markets
- Secure voice communication enabled by encryption \*
- Menu key provides 1-touch access to embedded applications - menu includes: Call History, Call Forwarding, Conference Unit Application, Settings, \* Launch PC Application \*, Help, Call Info
- Hearing-aid-compatible (HAC) handset (meets American Disabilities Act [ADA] requirements), and HAC compliance for magnetic coupling to approved HAC hearing aids
- Supports Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, \* resiliency \*, Mitel Mobile Extension, and Mitel Dynamic Extension
- Designed for power conservation: reduces power consumption for overall energy savings
- Multiple powering options: Accepts standards-based (IEEE 802.3af power compliant) power over the LAN via spare pair to signal pair, or supports 48 VDC Ethernet / AC power wall adapter

### Mitel 5324 IP Phone

The dual mode Mitel 5324 IP Phone is a feature-rich, multi-line IP speakerphone with full duplex handsfree operation. It is geared toward users who must change their telephone feature set to match their changing needs. This includes managers, professionals and teleworkers as well as contact center or help-desk agents. With the 5324 IP Phone, users get superb call handling as well as user-programmable access to advanced voice communications, IP-based applications and services. The 5324 IP Phone supports a full lineup of IP peripherals such as programmable key modules (PKMs), conference units and line interface modules for even greater access to IP applications right at the user's desktop.



The 5324 IP Phone is specifically designed for communications-intensive companies that require a converged IP infrastructure to deliver productivity and customer-enhancing applications and services to the user's desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications. An enterprise-class phone, the 5324 IP Phone has a white 40-character backlit graphics display, 24 programmable keys, eight telephony function keys and three context-sensitive softkeys for feature customization.

When used with Mitel Unified Communicator (UC) Advanced, the 5312 IP Phone becomes a powerful communications tool that helps customers streamline communications between people and organizations. This leads to improved productivity, enhanced customer service, reduced costs and ultimately improved business process integration.

Features of the 5324 IP Phone include:

- Two-line by 20-character white, backlit, graphics display with contrast control and auto-dimming
- Twelve programmable multi-function keys with dual-color LED indicators (for speed dialing, line appearances, feature access)
- Eight function keys: hold, menu, message, speaker, mute, transfer/conference, redial, cancel
- Browser-based desktop user tool programming for easy access to telephone system features
- Handsfree speakerphone operation (full duplex)
- Speed calling
- Call forward
- Call hold (place/retrieve)
- Call transfer
- Last number redial
- Do not disturb
- On-hook dial
- Off-hook voice announce and handsfree answerback
- Page send/receive

### Mitel 5330e IP Phone

Part of the next generation desktop family, the Mitel 5330e IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the 5330e IP Phone provides a large backlit graphics display with 24 programmable self-labeling keys, superior wideband audio, and a built-in HTML toolkit for desktop applications development. The 5330e IP Phone is ideal for enterprise executives, managers and employees and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.



#### Mitel 5330e IP Phone features include:

- Large backlit graphics display (160 x 320)
- 24 Programmable, multi-function, self-labeling keys, provided in 3 pages of 8 keys each ((for speed dialing, line appearances, feature access)
- An embedded Gigabit Ethernet switch that supports 10/100/1000 Mb mode
- IPv6 Support
- Wideband Audio Support – ships with a wideband handset (7KHz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Gigabit Ethernet Stand
- 12 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Previous Page, Next Page
- 3 context-sensitive softkeys for intuitive feature access \*
- HTML Desktop Toolkit included for Applications development \*
- PC Companion Application for easy user programming and key labeling
- Dual mode phone: support for SIP and MiNET protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Designed for power conservation: reduces power consumption for overall energy savings

*Display Varies on Platform*

\*Available only with a MiVoice Business solution

### Mitel 5340e IP Phone

Demonstrating Mitel's continued focus on the user, the Mitel 5340e IP Phone delivers easy-to-use, one-touch access to many phone features and applications in an exciting next generation desktop device. A full-feature enterprise-class telephone, the 5340e IP Phone provides a large backlit graphics display with 48 programmable self-labeling keys, six intuitive call state sensitive softkeys, superior sound quality with wideband audio, and a built-in HTML toolkit for desktop applications development. The 5340e IP Phone is ideal for any enterprise executive or manager, Hot Desk users, Teleworkers, and Contact Center agents and supervisors.



*Display Varies on Platform*

#### Mitel 5340e IP Phone features:

- Large backlit graphics display (160 x 320)
- 48 Programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features)
- An embedded Gigabit Ethernet switch that supports 10/100/1000 Mb mode
- IPv6 Support
- Wideband Audio Support – ships with a wideband handset (7kHz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Gigabit Ethernet Stand
- 13 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Home Page, Previous Page, Next Page
- Six context-sensitive softkeys for intuitive feature access
- HTML Desktop Toolkit included for Applications development \*
- PC Companion Application for easy user programming and key labeling
- Dual mode phone: support for SIP and MiNET protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Designed for power conservation: reduces power consumption for overall energy savings

\*Available only with a MiVoice Business solution

### Mitel 5360 IP Phone

The Mitel 5360 IP Phone is an exciting, next-generation desktop device that provides a color touch display to graphically deliver rich applications to general business or across multiple vertical market sectors.

Demonstrating Mitel's continued focus on the user, the 5360 IP Phone delivers easy-to-use, one-touch access to many phone features and applications. A full-feature enterprise-class telephone, the 5360 IP Phone provides a large, color, backlit graphics display with 48 programmable self-labeling keys, six intuitive call-state sensitive softkeys, superior sound quality, and a built-in HTML Toolkit for desktop applications development. Equipped with a Gadget Sidebar, the seven-inch display enables one-touch access to embedded or internet-based content and applications.



*Display Varies on Platform*

Embedded Gigabit Ethernet enables the 5360 IP Phone to operate in a 10 / 100 / 1000 Mb Ethernet (GigE) LAN environment and allows unconstrained Gigabit Ethernet bandwidth from the network to desktops. The 5360 IP Phone is ideal for any enterprise executive or manager, teleworker, or contact center supervisor.

#### Mitel 5360 IP Phone features:

- Seven-inch, backlit, high-resolution (800 pixels x 480 pixels), color, touch-screen display with brightness controls
- Touch-screen access to features and applications
- Colorized display content and applications to improve visibility and usability
- Dual embedded Gigabit Ethernet ports (LAN and PC)
- 48 programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features, and applications)
- Six context-sensitive soft keys for intuitive access to features and functionality
- Gadget Sidebar provides one-touch access to embedded applications such as Call History, Visual Voice Mail, People, Call Forwarding, Conference application, Brightness options, HTML applications, and the main Phone application
- Wideband-audio ready – hardware ships with a wideband handset (7KHz) standard
- Peripherals and modules support: Mitel Cordless Handset / Headset, Mitel Line Interface Module, Mitel 5310 IP Conference Unit
- 10 fixed function hard keys: hold, menu, message, speaker, mute, transfer / conference, redial, cancel, volume / ringing / contrast up and down
- HTML Desktop Toolkit support for applications development \*
- Multiple-languages support built-in (English, French, Spanish, German, Italian, Dutch, Portuguese, and simplified Chinese)
- Handsfree speakerphone operation (full duplex)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Compression support: G.711, G.729a



## Recommendation

- Intel® VxWorks operating system allowing a flexible development environment for future feature enhancements
- Multiple powering options: accepts standards-based (IEEE 802.3af power compliant) power over the LAN via spare pair to signal pair, or supports 48 VDC Ethernet / AC power wall adapter
- Designed for power conservation: reduces power consumption for overall energy savings

\*Only available for Mitel Business System

### Bluetooth Module and Bluetooth Handset

With Mitel Bluetooth integration, desk-bound users can enjoy the mobility, hands-free operation and features provided by Bluetooth technology. The Mitel Bluetooth Handset fits into the handset cradle of the Mitel 5330, 5340, and 5360 IP Phones. When connected to the Mitel Bluetooth Module, it provides cord-free communication as far as 10 meters (30 feet) away.

The Bluetooth Module pairs a commercially available Bluetooth device with the above mentioned Mitel IP Phones. A separately purchasable device, the Bluetooth Module fits discretely into the existing compartment at the back of the Mitel IP Phone. It supports a Mitel Bluetooth Handset as well as a vast number of third-party Bluetooth handsets from numerous manufacturers.



**Bluetooth module (shown with 5360)**

Each Bluetooth Module provides the following features:

- supports up to six Bluetooth devices, including one Mitel Bluetooth Handset
- pairs with third-party Bluetooth headsets (that comply with Bluetooth 1.2, 2.0+EDR and 2.1+EDR standards) including those with multipoint or multiuse capability
- supports Bluetooth headsets with Dynamic Extension Handoff feature
- Discoverable function enables other Bluetooth devices to find the module
- complies with Bluetooth 2.1+EDR power class 2 specifications

The Bluetooth Handset provides users with these features:

- Initiate Call/End Call key
- volume control keys
- Mute key
- Built-in ringer
- Programmable Auto Speed Dial enables user to place outbound calls while mobile
- Speak@Ease or "0" or Secretary Speed Call
- LED indicators signify both connectivity and charging status
- six hours talk time
- 44 hours standby time

## Recommendation

- battery recharge in three hours
- operating range of up to 30 feet (10 meters) (for select Mitel IP Phones)
- out-of-range warning tone

### Cordless Handset and Cordless Headset

Mitel's Cordless Handset and Cordless Headset are unique accessories that offer unprecedented convenience and corridor mobility for 5330 and 5340 IP Phone users. The Cordless Handset and Headset allow the user to have personal area mobility with a potential range of up to 300 feet from their desk within their office or adjacent offices, while still communicating on their desk phone. No more missed calls when you step away from your desk for a few minutes to go to the filing cabinet or fax machine or talk to a colleague a few desks away!



Features of the cordless accessories include:

- Initiate Call / End Call Key
- Volume Control Keys
- Mute Key
- Built-in ringer in the Cordless Handset
- Place outbound calls while mobile with programmable "Auto Speed Dial" upon off-hook
- Speak@Ease or "0" or Secretary speed call
- LED Indicators on the Cordless Module, Handset and Headset indicate both connectivity and charging status
- 8 hours talk time
- 43 Hours standby time

## Recommendation

- Battery recharge time of 3 hours or less
- Operating range of up to 300 feet (100 Meters) from the 5330/5340 IP Phone
- Integrated functionality of the Cordless Headset eliminates the need for a handset lifter
- Out of communications range warning tone
- Support for two cordless devices (Cordless Handset and Cordless Headset) per Mitel Cordless Accessories Module
- Integrated Cordless Headset functionality eliminates the need for a handset lifter
- DECT-based design: Standard DECT and DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference compared to Bluetooth
- Supported now on the Mitel 3300 IP Communications Platform (ICP) and on the Mitel SX-200 Integrated Communications Platform (ICP)

The Cordless Headset provides all the benefits of hands-free mobility in a lightweight, ergonomic design. It expands your communications potential with a wireless range of up to 300 feet away from your 5330 or 5340 IP Phone.

- WiFi-friendly 1.9 Ghz frequency with DECT wireless technology
- Noise-cancelling microphone for reduced background noise – calls are crystal clear
- Digital encryption for secure conversations
- Lightweight headset design: Ear hook-type headset weighs only 0.84 ounces (24 grams)

The Cordless Accessories Module fits discretely into the back of the 5330 and 5340 IP Phones in the existing module compartment. The module provides a charging mechanism for the Cordless Headset. The 5330 / 5340 IP Phones inherently provide a mechanism that allows for the addition of a charging plate for the charging of the Cordless Handset.

## Schedule of Products

The proposed schedule of equipment below is the detail of all items included in the solution. This schedule includes all equipment and labor services if applicable.

### Schedule of Equipment and Services For Village of Winneconne - MiVoice Office 250

Mitel Configured for 19 IP phone by 8  
Phone Lines and Voice Mail with 19  
Phone Manager Users

*Pricing excludes taxes and is valid until 6/30/2016.*

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>	<u>Unit Sell</u>	<u>Ext Sell</u>
<b>Mitel IP Phones</b>				
1	50006476	Model 5330e GB - Full LCD IP Tel (Bklit)	\$244.90	\$244.90
18	50006634	Model 5320e GB - Full LCD IP Tel (Bklit)	\$201.50	\$3,627.00
<b>Mitel MiVoice Office System</b>				
1	52002686	MiVoice Office IP Base Pack - HX Controller Chassis (580.1003) - HX Processor Module (580.3000) - v5.1 Software & CD (50006491) - (90) Day Std or Premium SWAS - (4) Built-in Loop Start Ports (POTS) - (4) Built-in SL Analog Stations - (6) Built-in IP Networking Channels - (1) 4 Port Unified Voice Mail (UVM) - (16) Cat D IP Phone Lic (840.0416) - Unified Communicator Express (51015443) - Dynamic Extension Express (840.0417) - Meet Me Conferencing (54005359) - Hot-Desking (Single Node) (54005399) - UVM Email Synchronization (54005357)	\$1,236.90	\$1,236.90
1	580.2304	(LSM-4) Loop Start Line Module	\$241.80	\$241.80
1	841.1152	CF Card 1 GB v4+ (100 Hours)	\$72.00	\$72.00
3	840.0416	MiVoice Office "Cat D" IP Tel Lic	\$86.80	\$260.40
<b>Mitel Phone Manager</b>				
1	51303111	Mitel Phone Manager Starter Kit x8	\$217.00	\$217.00
1	51303548	Mitel Phone Manager Outlook Single User	\$37.20	\$37.20
1	51303549	Mitel Phone Manager Outlook 10 User Pack	\$306.90	\$306.90

		<b>Software Assurance</b>		
1	54005911	STD SWAS MiVoice Office Base	\$124.00	\$124.00
1	51303116	Mitel Phone Manager Standard SWAS 32 users or less	\$124.00	\$124.00
		<b>EQUIPMENT SUB-TOTAL</b>		<b>\$6,492.10</b>
		<b>Services</b>		
	IVOICE	Voice Engineer Labor PBX/ICP design Phone system set users to train: 19 2 classes, 1 hr/class, max 15 attendees/class		\$3,930.00
	IVOICEPM	Voice Project Management		
	VM-MAINT	<b>1 Year</b> <b>Marco Managed Voice Support</b>	\$784.00	\$784.00
		<b>SERVICES SUB-TOTAL</b>		<b>\$4,714.00</b>
		<b>TOTAL PRICE (not including taxes)</b>		<b>\$11,206.10</b>

### Phone Options

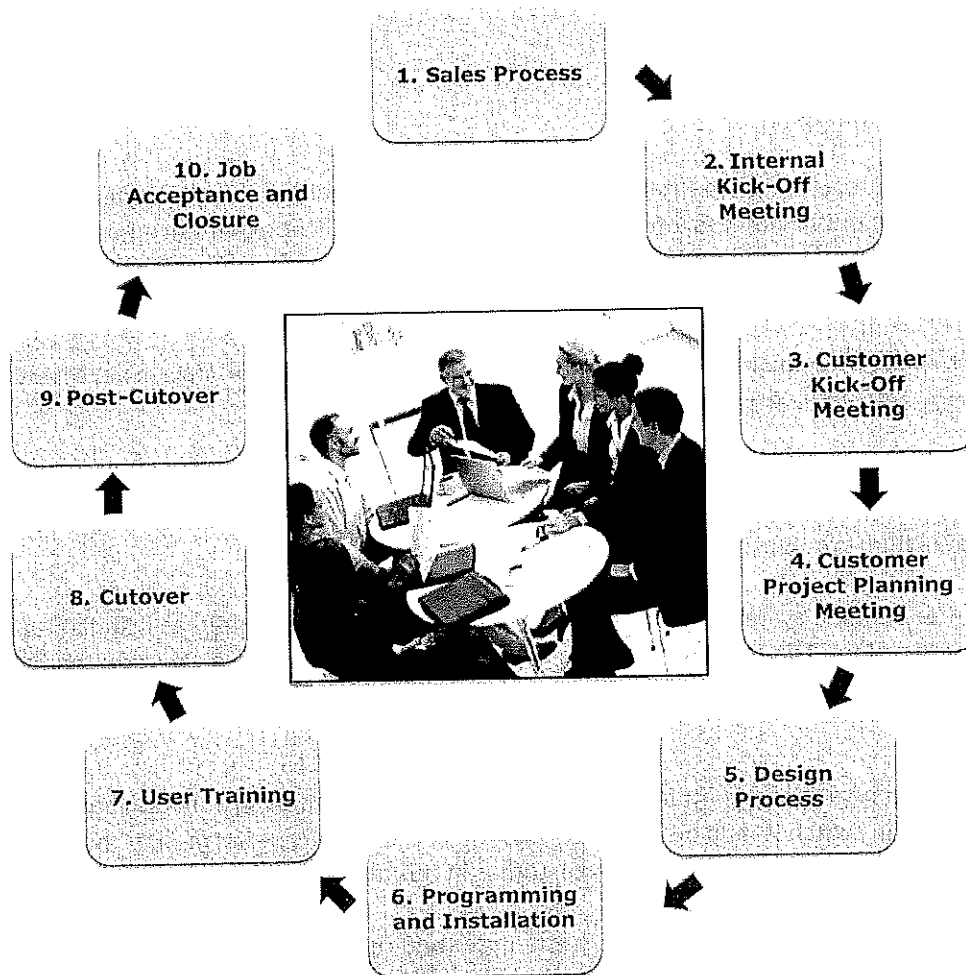
1	51011571	Model 5304 - 2 Line LCD IP Tel (Backlit)	\$102.30	\$102.30
1	50005664	Model 5324 - 2 Line LCD IP Tel	\$158.10	\$158.10
1	50006478	Model 5340e GB - Full LCD IP Tel (Bklit)	\$306.90	\$306.90
1	50005991	Model 5360 GB - Full Color LCD IP Tel (Bklit)	\$368.90	\$368.90
1	50006402	Bluetooth Module (for Handset & Headset)	\$114.70	\$114.70
1	50006441	Bluetooth Handset & Module Bundle	\$155.00	\$155.00
1	50005711	Cordless (DECT) Handset & Module Bundle	\$226.30	\$226.30
1	50005712	Cordless (DECT) Headset & Module Bundle	\$291.40	\$291.40
1	51005172	C7 Power Cord with NA Plug Type	\$4.96	\$4.96
1	51015131	Gb 802.3af Power Adaptor Universal	\$24.80	\$24.80

## Marco's Implementation Plan

At Marco, we believe that implementing a sophisticated telecommunications system is a team effort and our project management teams are comprised of some of the most talented and dedicated people in our industry. For over 40 years, Marco has developed and refined the project management concept down to the smallest details to ensure an efficient and successful installation. By working together with our customers, we determine the best approach to installing your new system with efficiency, quality and sensitivity to the needs of your daily operations.

Our customers will have project based installations during the support agreement. This is where Marco will exceed your expectations and where we are a key differentiator from our competition. Attached is a process we developed with a group of industry project managers and leaders.

You can have the assurance when there are small or large projects, Marco will deliver with proven results.



## Marco's Implementation Plan

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Marco brings implementation planning and project management experience from the International Customer Premise Equipment leader. Our expertise has been thoroughly developed and tested in supplying large, complex communications systems, digital imaging, and video and data systems for many universities, hospitals, government facilities, hotels and other business types. Marco's intent is to build into the system flexibility for change.

Our purpose is not to economize on material, but rather to expend every effort to assure proper installation with guaranteed service ability (i.e., low failure incidence and rapid repair capabilities).

The Marco implementation plan provides a wide range for installation and management activities in the following areas:

- Installation management
- Project meetings/project reports
- System design/engineering
- Cable requirements
- Comprehensive testing
- Training and user support
- Cutover service coverage

In basic terms, Marco's project implementation plan is a systematic and detailed planning guide for your entire installation, breaking the entire process into measurable components. Our experience has taught us the difference between what looks good on paper, and the expertise needed to professionally complete projects from as small as 30 phones to well over 1000 telephones.

Aside from the actual cable installation and assembly of the PBX, there are four phases necessary to ensure proper programming and installation of the system:

- **Phase 1:** Marco's system design specialists conduct additional management interviews, surveys and a system/network analysis to complete the detailed customer survey. The materials, switch and on-site Marco installation crews are scheduled.
- **Phase 2:** The detailed system design is created. Any changes are accepted as installation change authorization orders. The telephone company service coordinator orders the required facilities and the final system configuration is presented to the customer to ensure its consistency with the customer's requirements.
- **Phase 3:** Marco begins and completes software programming, cable installation and preparation of the switch room. The switch is delivered and installation and testing is performed. If there are any changes made to the system configuration by the customer in this period, they are accepted and logged.
- **Phase 4:** Final system test is performed, station user and operator training are conducted, and the system is cutover and is then under the warranty period. Any required adds, moves and/or changes are made and a count of all equipment provided is made to determine the final system configuration. The final acceptance tests are conducted.



At the heart of every Marco installation is the special project management team assigned to your account. Since every business is a little different (depending on size and project complexity), we tailor our teams to satisfy each particular application. This "team" concept facilitates continuity, attention to detail and the project knowledge necessary to assure a smooth installation and cutover.

The project manager is charged with total responsibility for the successful execution, management and coordination of the various members and project. Through the assigned Marco project manager, you will have access to Marco personnel for consultation as well as information concerning implementation of the system. We will interface with your firm and the telephone company to ensure that the entire system is installed and functions as represented. This is done as a normal part of our total customer service commitment.

You can be certain that Marco will manage the installation professionally and will be responsive to your needs. Marco has years of experience in the project management of communications systems. This project management expertise is vital in the selection of Marco as your communications system supplier.

During the initial "kick off" meeting, delivery dates, construction time frames, trunking information and cutover considerations are discussed. A milestone schedule is developed after an in-house consultation is conducted in which specific project milestone dates are identified and agreed upon. At that point, Marco begins operations to complete another successful PBX installation.

- Marco's project team will be assigned upon award of contract.
- Weekly project reviews are held in our local office to update the status of all current Marco installations, along with the status of the Marco/customer developed implementation schedule.

## **System Orientation and User Training**

An integral part of Marco's system implementation plan is a comprehensive system orientation and training program. Marco's training programs have assisted thousands of businesses and organizations and enabled hundreds of thousands of employees to perform their jobs more productively through the effective use of Marco communications systems. The main objectives of this professionally planned and executed program are as follows:

- To assure the transition to the new system is as smooth and organized as possible.
- To assure total understanding, confidence and acceptance of the system by all members of the organization.
- To assure all benefits are fully realized through maximum utilization of the system's many features and capabilities.

Our many years of experience in training customers of every size and type have taught us that no two customer's needs are exactly alike; our customized approach to training reflects this. This is why we offer the utmost in flexibility when it comes to, for example, scheduling areas of concentration and format. Marco's success in training has been accomplished through careful planning and assessment of our customers' needs before the program is designed.

After the assessment is completed, a training plan is presented to the customer for approval before implementation.

## **Console Training**





Console operators receive thorough, individualized training before, during and after the system is put into service. Training is conducted on the customers' premises and is scheduled based on the convenience of the operator(s), no matter what their hours of operation may be. All console training is conducted utilizing the same console(s), which will be used when the system is put into service.

Pre-installation training is conducted using a fully operational console under simulated conditions. This gives operators an accurate feel for the operation of the console and how calls are processed, while eliminating the fear of mishandling or losing calls. As the system is put into service and incoming lines are switched to the new system, your project manager will remain alongside the console attendant to provide additional assistance and instruction as needed. This greatly reduces any feelings of apprehension that are sometimes experienced during the early stages of console operation.

In many companies, the console operator is the first to be called on by employees with questions regarding the operation of their extension phones. For this reason, Marco highly recommends console operators attend the extension user training sessions in order to familiarize themselves with the extension phones' operation and features.

### **Extension and Voicemail User Training**

All of the conveniences and considerations offered to your console operators will be extended to your individual extension users. In fact, Marco believes there is no more important element to a successful communication system than an effective and complete user training program. Scheduling of training sessions will be done to accommodate your employees' schedules, with the heart of our programs designed around Marco's unique hands-on approach. The system design specialist will coordinate the classes for similar types of telephones and user configurations in small groups of 10-15 people to assure individual telephones. All classes are held in a conference room or other kind of meeting room using "live telephones" for "hands-on" pre-cutover training. Classes for single line users generally takes 30-45 minutes and digital telephone set training takes approximately 45 minutes to one hour. If voicemail is provisioned within your system, an additional 45 minutes is required. Therefore, each user will be given ample opportunity to experience firsthand the operation of the system's many features. Special emphasis will be placed on those features considered most important as they relate to your users' individual needs. As always, your system design specialist will be happy to spend extra time with individual extension users requiring additional instruction and training before, during and after the system is put into service.

Generally, user training is set up within one week prior to system cutover.

### **Training Aids**

Marco supplies all users with easy to understand, helpful training manuals for use during training sessions and for easy reference after the system is in operation. Where applicable, manuals are custom designed to include special dialing instructions, access codes and other pertinent information.

### **System Cutover Support**

Marco's project manager assigned to you will also provide additional support following the system cutover. During this time, the project manager will walk through your offices and departments, answering questions relating to station feature operation and giving individual attention where it is needed. As always, this time is spent encouraging the use of features on the telephone instrument. Your project manager will work closely with your telephone management (who has been delegated the responsibility for ongoing training programs for new employees) and will spend additional time preparing them to answer questions relating to the telephone



system. In the event follow-up training is needed, it may be scheduled by calling the local office and coordinating with the system design specialist a time that would be most convenient for both organizations.

#### **Pre-Cutover Support**

- Training on-site with working instruments.
- Average class size of 10-15 people.
- Specialized training for console operators and back-ups.
- Audio visual and user guides.

#### **Post-Cutover Support**

- Floor coverage by Marco personnel.
- Personalized attention.
- Trainer assigned to console operator.





## References

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We value our client relationships and protect their information. Out of professional courtesy, if you wish to speak directly to a Marco reference, please allow us to arrange.

### City of Stoughton

381 East Main Street  
Stoughton, WI 53589

**Bill Brehm**

608.873.7523  
bbrehm@ci.stoughton.wi.us

### VARC

1025 West Johnson Street, Suite 1152  
Madison, WI 53706

**Jake Stephens**

608.637.3934 x1334  
jake@varcinc.com

### Farmers Savings Bank

305 Doty Street  
Mineral Point, WI 53565




**Kimberly Phillips**






608.987.5016  
KPhillips@farmerssavings.com












## MEET OUR TEAM OF CERTIFIED SYSTEMS ENGINEERS & TECHNICAL REPRESENTATIVES





NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
 <p>Steve Knutson, Chief Technology Officer and VP of Service</p>	St. Cloud	21 Years	B.S. Degree in Computer Science.
 <p>Clay Ostlund, Sales Engineering Manager</p>	St. Cloud	11 Years	<p>B.S. Degree in Business Administration and Management Information Systems  <b>Cisco</b> Certified Internetwork Expert (CCIE #45770), Certified Voice Professional (CCVP), Certified Network Professional (CCNP), and Certified Network Associate.  <b>Microsoft</b> Certified Sales Professional and Technology Specialist, Certified IT Professional, Certified Systems Engineer, Certified Systems Administrator  <b>VMware</b> Certified Professional (VCP), Sales Professional (VSP) and Technical Sales Professional (VTSP)</p>
 <p>Chuck Burt, Service Manager</p>	Des Moines	20 Years	<p><b>Mitel</b> MiVoice Business SE Design, MiVoice Office Communications Platform, Border Gateway/Teleworker and MiCollab Unified Messaging, <b>Cisco</b> <b>Meraki</b> Certified Network Associate, <b>Nortel</b> Business Community Manager Certified, <b>Microsoft</b> Certified Professional, <b>CompTIA</b> A+ Certified. Experience with <b>Adtran</b> and <b>CenturyLink</b> Carrier Services.</p>




	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Adam Ramberg, Service Manager	Fargo	12 Years	B.S. Degree in Computer Science. <b>Cisco</b> Certified Network Professional, <b>Citrix</b> Certified Administrator, <b>CompTIA</b> A+, Network+ and Server+ Certified, <b>IBM</b> Certified Professional, <b>Microsoft</b> Certified Systems Engineer and <b>VMware</b> Certified Professional.
	Randy Randall, Service Manager	La Crosse	22 Years	<b>Mitel</b> MiVoice Business and Office Communications Platform Certified, Unified Communicator Advanced and MiCollab Unified Messaging Certified. Experience with Audio and Web Conferencing, Enterprise Manager, OPS Network Management and Teleworker Solutions.
	Quentin Conklin, Service Manager	Fargo	17 Years	<b>Cisco</b> Certified Network Associate, <b>Microsoft</b> Certified Professional and Certified Systems Engineer. Experience with <b>Apple</b> Operating Systems.
	Amy Jahraus, Service Delivery Manager	Rochester	13 Years	Experience in Application Administration, Compliance Programs, Project Management and Pre-Sales Planning and Design
	Stephanie Lindemann, Service Delivery Manager	St. Louis Park	17 Years	<b>Mitel</b> Communications Systems and NuPoint Certified. Experience with Designing and Programming, Project Coordination and Pre-Sales.




NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
 <p>Chris Lamont, Voice Systems Engineer</p>	Aberdeen	11 Years	<p>A.A.S. Degree in Telecommunications Technology. <b>Mitel</b> Certified Professional, Communications Systems and MiVoice Business and Office Communications Platform Certified. Experience with Antivirus Applications, <b>Avaya</b> Communications Systems, <b>Brocade</b> Switching, <b>Cisco</b> Call Manager, Firewall, Routing, Switching, Servers and <b>Meraki</b> Wireless, <b>Fortinet</b> Firewall, <b>HP</b> PCs/Laptops, Switching, Servers and Wireless, <b>IBM</b> Servers, <b>Lenovo</b> PCs/Laptops and <b>Microsoft</b> Active Directory, Exchange Email, Office 365 and Windows Operating Systems.</p>
 <p>Dan Rink, Senior Voice Systems Engineer</p>	Cedar Rapids	32 Years	<p><b>Mitel</b> Communications Systems, MiVoice Business and Office Communications Platform, Multiprotocol Border Gateway/Teleworker, Enterprise Manager, Standard Linux, MiCollab Applications Suite and Unified Communicator Advanced Certified. Experience with <b>HP</b> Procurve Switching.</p>
 <p>Dan Nichols, Network Systems Engineer</p>	Cedar Rapids	5 Years	<p>B.S. Degree in Information Technology with Security Emphasis. A.A.S. Degrees in Electronic Systems Technology and Information Systems Technology. <b>CompTIA</b> A+, Network+, Project+ and Security+ Certified, <b>Cisco</b> Certified Network Associate – Route and Switch and Security, <b>Cisco Meraki</b> Network Associate, <b>CIW</b> Database and Web Design Specialist and <b>Microsoft</b> Windows Operating Systems Certified. Experience with <b>Aruba Networks</b> Wireless, <b>Avaya</b> Communications Systems, <b>HP</b> and <b>Lenovo</b> PCs/Laptops and <b>VMware</b> vSphere Virtualization.</p>











	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Craig Rohrick, Voice Systems Engineer	Cedar Rapids	31 Years	<b>CompTIA A+ Certified</b> , <b>Certified Convergence Technologies Professional</b> , <b>Inter-Tel Axxess Certified</b> and <b>Mitel Communications Systems and MiVoice Business and Office Communications Platform Certified</b> .
	Thad Lux, Voice Specialist	Cedar Rapids	8 Years	A.A.S. Degree in Local Area Network Management and PC Technician. <b>Mitel Communications Systems and MiVoice Business and Office Communications Platform Certified</b> . Experience with <b>Cisco Jabber</b> , <b>EMC VNX Unified Storage</b> , <b>Microsoft Windows Operating Systems</b> and <b>SonicWALL Firewall</b> .
	Brian Barlean, Voice Systems Engineer	Des Moines	29 Years	<b>Mitel Communications Systems</b> , <b>MiVoice Business and Office Communications Platform</b> , <b>MiCollab Unified Messaging</b> , <b>Express Messenger</b> , <b>MiCollab Application Suite</b> , <b>Standard Linux</b> , <b>Mobile Extension</b> , <b>prairieFyre Contact Center</b> and <b>Call Accounting Certified</b> .
	Jeremy Faeth, Voice Systems Engineer	Des Moines	20 Years	<b>Aruba Networks Certified Mobility Associate</b> , <b>CompTIA A+ and Network+ Certified</b> , <b>MiVoice Business</b> , <b>Office Communications Platforms</b> , <b>Inter-Tel Axxess</b> , <b>Inter-Tel Axxess Certified</b> , <b>Mitel Communications Systems</b> , <b>MiCollab Unified Messaging</b> , <b>MiCollab Application Suite</b> , <b>MiVoice Border Gateway</b> , <b>StreamLine</b> , <b>prairieFyre Contact Center Management</b> and <b>Call Accounting Certified</b> . Experience with <b>Cisco Switching</b> , <b>Polycom Video Conferencing</b> and <b>VMware vSphere Virtualization</b> .





	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Matt Dominguez, Voice Specialist	Des Moines	20 Years	<b>CompTIA Network+</b> , <b>Mitel</b> Communications Systems, <b>MiVoice</b> Business and Office Communications Platform, <b>MiCollab</b> Application Suite, Standard Linux and Unified Communicator Advanced Certified.
	Charlie Trudell, Voice Systems Engineer	Eau Claire	30 Years	<b>Mitel</b> Communications Systems, <b>MiVoice</b> Business and Office Communications Platform, <b>MiCollab</b> Unified Messaging and <b>prairieFyre</b> Contact Center Certified. Experience with <b>Polycom</b> Video Conferencing, <b>SpectraLink</b> Wireless and <b>VMware</b> vSphere Virtualization.
	Lee Knight, Voice Support Desk System Engineer	Eau Claire	12 Years	A.A.S. Degree in Telecommunication Technologies. <b>Mitel</b> Communications Systems, <b>MiVoice</b> Business and Office Communications Platform, <b>MiCollab</b> Unified Messaging and <b>prairieFyre</b> Contact Center Certified. Experience with <b>Polycom</b> Video Conferencing, <b>Inter-Tel</b> Axxess and <b>Microsoft</b> Office Communications Server/Lync.
	Mike Boettcher, Voice Systems Engineer	Fargo	22 Years	Diploma from St. Cloud Technical College. Certified Telephony Professional. <b>Mitel</b> Communications Systems, <b>MiVoice</b> Business and Office Communications Platform, Multiprotocol Border Gateway/Teleworker, Standard Linux, <b>MiCollab</b> Unified Messaging, <b>Oaisys</b> Call Recording and <b>prairieFyre</b> Contact Center and <b>Esna Technologies</b> 6510 Voicemail Certified. Experience with <b>Microsoft</b> Exchange Unified Messaging and <b>SpectraLink</b> Wireless.




	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Nathan Bean, Voice Specialist	La Crosse	5 Years	<b>Mitel</b> Communications Systems, and MiVoice Business and Office Communications Platform, MiCollab Unified Messaging and Application Suite, Multiprotocol Border Gateway/Teleworker and prairieFyre Contact Center and <b>Inter-Tel</b> Axxess Certified. Experience with <b>March Networks</b> Video Recording and Physical Security.
	Adam Yates, Voice Systems Engineer	Madison	15 Years	<b>Mitel</b> Sales Professional, Communications Systems, MiVoice Office and Business, MiCollab Unified Communicator Advanced, MiCollab Unified Messaging, MiVoice Border Gateway/Teleworker, MiContact Center, Standard Linux, Call Accounting, StreamLine and Open Integration Gateway Certified and <b>Vidyo</b> Certified Deployment and Support Engineer. Experience with <b>Avaya</b> Communications Systems, <b>Cisco</b> Switching, <b>HP</b> Wireless, <b>Polycom</b> Video Conferencing and <b>VMware</b> vSphere Virtualization.
	Ken Bischel, Voice Systems Engineer	Madison	22 Years	<b>Mitel</b> Communications Systems, MiVoice Business and Office Communications Platform, MiCollab Unified Messaging, prairieFyre Contact Center Management and Call Accounting Certified. Experience with <b>Esna Technologies</b> Voicemail, <b>Polycom</b> Video Conferencing and <b>SpectraLink</b> Wireless.

	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Jason Twaddle, Consulting Systems Engineer	Rochester	11 Years	A.A.S. Degree in Computer Networking and Computer Technical Support. <b>CompTIA</b> A+ Certified, <b>Cisco</b> Certified Network Professional and Certified Design Associate, <b>IBM</b> AS400 Certified, <b>Microsoft</b> Certified Professional and Certified Systems Engineer, Certified <b>Novell</b> Administrator and Certified <b>Xiotech</b> Engineer.
	Brad Barrett, Voice Systems Engineer	Rochester	13 Years	A.A.S. Degree in Telecommunications. Certified <b>Convergence Technologies</b> Professional, <b>Mitel</b> Communication Systems, MiVoice Call, MiVoice Business and Office Communications Platform, Unified Communicator Advanced, Applications Suite, Multiprotocol Teleworker/ Border Gateway, MiCollab Unified Messaging, prairieFyre Contact Center and Express Manager Certified.
	Chris Kadoun, Consulting Systems Engineer Lead	St. Cloud	16 Years	A.A.S. Degree in Electronics. <b>Inter-Tel</b> Axxess, <b>Mitel</b> Communications Systems, MiVoice Business and Office, Border Gateway/Teleworker, MiCollab Suite, MiCollab/UCA Client MiVoice Call Recording, NuPoint Unified Messaging, Mobile Extension, prairieFyre/MiContact Center/IVR, <b>Microsoft</b> Office 365, Exchange Email and Unified Messaging, <b>SpectraLink</b> Wireless, <b>ESNA Technologies</b> Voicemail, Cisco Meraki CNMA and March Networks Video Recording.

	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Bill Fasen, Senior Voice Systems Engineer	St. Cloud	26 Years	<b>Active Voice</b> Repartee OS/2 and Windows, <b>Inter-Tel</b> Axxent, Axxess, and AxxessoryTalk, <b>Mitel</b> Communications Systems, Border Gateway/Teleworker and <b>NuPoint</b> Messenger.
	Jason Hendrickx, Senior Voice Systems Engineer	St. Cloud	16 Years	AA Degree in <b>Telecommunications</b> . <b>Mitel</b> Communications Systems, Enterprise Manager, <b>MiCollab</b> Application Suite, Audio, Web and Video Conferencing, UCA Client, <b>NuPoint</b> Unified Messaging, Border Gateway/Teleworker, Express Manager and prairieFyre Contact Center, Mitel Wireless IP-DECT, <b>Avaya</b> Definity PBX. mobile extension, Unified Communicator Advanced <b>MiCollab</b> , <b>MiVoice</b> Business and Office Communications Platform, <b>Cisco</b> Call Manager and Unity Connection, <b>SpectraLink</b> Wireless, Mitel 200 ICP and <b>March Networks</b> Video Recording.
	Doug Johnson, Voice Systems Engineer	St. Cloud	23 Years	Associate of Arts Degree <b>Business Management</b> . <b>Mitel</b> Communications Systems, <b>Mitel</b> 5000 Voice system Certified, Enterprise Voice Messaging and Call Center Suite, <b>Convergence Technologies</b> Professional and <b>Inter-Tel</b> Axxess,.
	Jeff Keenan, Voice Systems Engineer	St. Cloud	15 Years	<b>Cisco</b> Certified Network Administrator, Certified Network Associate, Call Manager, Unity Connection, Unified Computing System Manager, Instant Messaging and Presence, <b>Dell</b> Authorized Repair Technician – Laptops, Servers and Desktops, <b>Symantec</b> Antivirus, <b>Microsoft</b> SQL, <b>EMC</b> Backup and <b>SonicWALL</b> Firewall.

	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Steve Vogel, Voice Support Desk Systems Engineer	St. Cloud	14 Years	Inter-Tel Axxent and Axxess, Mitel Communications Systems, Advanced Call Recording, Enterprise Manager, <b>MiCollab</b> and Border Gateway/Teleworker and <b>SpectraLink</b> Advance Wireless.
	Andrew Ward, Network Systems Engineer	St. Louis Park	7 Years	<b>CompTIA</b> A+, Network+ and Server+ Certified, <b>Cisco</b> Certified Network Associate – Voice, <b>Brocade</b> Certified Network Professional and Certified Network Engineer and <b>EMC</b> Implementation Engineer, VNX Solutions Specialist 8.0. Experience with <b>Aruba</b> , <b>VMware</b> and <b>Hyper V</b> Virtualization, <b>Microsoft</b> Office 365, Exchange and Active Directory, <b>IBM</b> and <b>HP</b> Servers, <b>Cisco</b> Certified Network Associate –Datacenter, Certified Design Associate, USC Servers and Firewall, <b>HP</b> Wireless, <b>Meraki</b> , <b>Barracuda</b> , <b>SAN</b> and <b>DELL SAN</b> .
	Alan Larson, Senior Voice Systems Engineer	St. Louis Park	26 Years	<b>Cisco</b> Certified Network Professional, <b>Mitel</b> Communications Systems, Application Suite, Border Gateway/Teleworker, Multiprotocol, Digital Lightware, NuPoint Unified Messenger and prairieFyre Contact Center, <b>Microsoft</b> Exchange Email, Unified Voicemail Messaging and Windows Operating Systems, <b>Polycom</b> Video Conferencing, <b>HP</b> PC/Laptops, <b>ESNA Technologies</b> 6510 Voicemail and <b>SpectraLink</b> Wireless.
	Marty Gerleve, Senior Voice Systems Engineer	St. Louis Park	31 Years	<b>Mitel</b> Communications Systems, Application Suite, Unified Communicator Advanced, NuPoint Unified Messaging, Border Gateway/Teleworker, Enterprise Manager, prairieFyre Contact Center Management and Call Accounting.

	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Ross Gay, Senior Voice Systems Engineer	St. Louis Park	34 Years	<b>Mitel</b> Call Director, Application Suite, Advanced Collaboration, Border Gateway/Teleworker, Mobility, Unified Communications, NuPoint Unified Messaging, Enterprise Manager, MiCollab Suite and prairieFyre Call Center.
	Dan Thomas, Voice Systems Engineer	St. Louis Park	23 Years	<b>Inter-Tel</b> Axxess Systems and Call Center Suite, <b>Mitel</b> Communications Systems, Applications Suite, Servers and Border Gateway/Teleworker and <b>Microsoft</b> Certified Solutions Expert.
	John Fogarty, Voice Systems Engineer	St. Louis Park	26 Years	<b>Mitel</b> Communications Systems, Applications Suite, MiCollab Unified Messaging, Enterprise Manager and Unified Communicator Advanced, prairieFyre Contact Center Management, Intelligent Queue, Call Accounting and Oaisys Call Recording Certified. Experience with <b>Microsoft</b> Windows Operating Systems, Exchange Email, Voicemail and Active Directory, <b>HP</b> PCs/Laptops and Servers, <b>Spectralink</b> Wireless and <b>TASKE</b> Call Center.
	Larry Gass, Voice Systems Engineer	St. Louis Park	20 Years	<b>CompTIA</b> A+ and Network+ Certified, <b>Mitel</b> Communications Systems, MiVoice Business and Office Communications Platform, Applications Suite, Multiprotocol/MiVoice Border Gateway/Teleworker, Enterprise Manager, Unified Communicator Advanced, MiCollab Unified Messaging, prairieFyre Contact Center, Oaisys Call Recording and Mobility Certified, Certified Technology Professional and <b>SSCA</b> SIP Certified.

	NAME/TITLE	LOCATION	EXPERIENCE	EDUCATION AND CERTIFICATIONS
	Rick Randgaard, Senior Systems Engineer	St. Louis Park	8 Years	A.A.S. Degree in Computer Networking. <b>CompTIA</b> Network+ Certified, <b>Cisco</b> Certified Internetwork Expert, Express Collaboration Systems Engineer, Certified Network Professional, Unified Communication UCS Representative, Unity Support Specialist, Certified Network Associate - Routing, Switching, WebEx Design and Implementation Specialist and Telepresence and Video Field Engineer.
	Tom Donahue, Voice Systems Engineer	St. Louis Park	27 Years	<b>CompTIA</b> Network+ Certified <b>Inter-Tel</b> Axxent and Axxess, <b>Microsoft</b> Certified Solutions Expert and <b>Mitel</b> Communications Systems, MiVoice Business and Office Communications Platform, MiCollab Unified Messaging and prairieFyre Contact Center Certified.
	Wade Wilson, Voice Systems Engineer	St. Louis Park	20 Years	<b>Inter-Tel</b> Axxess Certified and <b>Mitel</b> Communication Systems and Applications Suite Certified.







## Professional Support Services

The degree to which professional service is provided after the installation of your system is perhaps the most critical measure of a company's performance. At Marco, we have over 1,000 employees committed to providing you with the best and most efficient service possible. A successful service operation is the foundation of our organization. Operating in a proven, well managed, efficient way enables us to maintain greater customer satisfaction levels and continued success and growth.

### Client Care/Support Desk

Marco's service hours are from 7:30 a.m. to 5:00 p.m. (CST), Monday through Friday, with 24-hour emergency support available. To place a service/maintenance call, you may contact Marco's client care/support desk team using one of the following options:

Local: 608.834.4700  
Toll Free: 800.847.3098  
Email: [voiceservice@marconet.com](mailto:voiceservice@marconet.com)  
Client Support Portal: <http://www.marconet.com/support/>

Our call center uses the latest technology to insure rapid response and escalation procedures.

### Escalation Process

Marco understands the need to accelerate requests for service to keep you up and running smoothly. We have adopted an escalation process using software tools that will alert management of any emergencies. This proactive response ensures customers a high level of care is being taken for immediate resolution. For any resolution to issues that require escalation, please contact us directly at:

Wanda Schroeder,  
800.892.8548 x1086  
[wandas@marconet.com](mailto:wandas@marconet.com)

### Marco Managed Support Options

Recognizing that each organization is unique, Marco provides various support options designed to meet your business needs and the flexibility to personalize benefits to fit your model. All of our support plans include a 90-day, money-back guarantee on system performance.

Our managed services' offering includes standard 8x5 support; additional 24x7x365 support is also available. We have a wide array of options that each customer can select, including data and other applications such as Microsoft.

#### Custom Package

Some customers' solutions don't always fit into the standard support plans we offer. We will customize a support plan to meet your needs. For example, a customer may want parts coverage without on-site assistance. We will work with you in making our support options flexible around your specific needs.

### Remote Diagnostic and Monitoring Capabilities

As an option with Marco's support packages, we can provide you with remote diagnostics and monitoring of your system. Our remote software tools allow us to provide you with technical assistance from our location, giving you faster response time and reduced drive time and on-site charges. With your permission, we can securely access your voice network to help resolve issues. Remote monitoring software alerts us of any problems so that we can respond promptly to resolve them.

### **Your Dedicated Support Team**

Each customer is supported directly by Marco's support desk specialists who work closely with you to address your service needs. You will be speaking with our support desk team almost exclusively; however, Marco has over 500 certified systems engineers and technical representatives dedicated to fixing everyday technology issues. Once we have received your call, we will first attempt to resolve your issue over the phone. If we are unable to fix the problem remotely, it will be escalated to a technician for phone support and possibly an on-site visit.

### **Local and Regional Support**

Marco's local technicians are trained and certified to provide quick, effective response to your service calls. You will appreciate their professional approach and courteous manner, as well as their sincere commitment to your needs. Skilled professionals receive your calls, dispatch local technicians and maintain detailed service records on your system. Marco also has access to over 400 dealers nationwide to also provide you with the service and support you need. Marco manages this process so there is one local contact for the customer to call.

### **Marco's Disaster Recovery Plan**

The Marco Disaster Recovery Plan is part of the overall Business Continuity Process (BCP) and provides the information used during recovery efforts to restore and maintain services to the business. The plan assumes that there are staff and managers available with the skills and knowledge about the systems to set them up and maintain them. To ensure this we have technical staff geographically disbursed to support any staff coverage needed. This plan along with the BCP plan will be stored off-site and access given to those who need to execute on them.

The plan contains a list of critical equipment, systems and key contact information. The plan encompasses testing schedules and review processes.

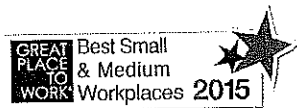
The current state of the plan and implementation is at 90%. This is due to some of the applications we would like to have built out in an active/active environment is still pending. All of our data and configuration is replicated real-time to our offsite D/R data center. Our primary data center is fully redundant internally from a system and application perspective. Co-location is setup for live phone cutover and data is replicated in real-time. We have all of our remote sites and their infrastructure included into our plan. Specific to our remote locations, we have an initiative setup to ensure their connectivity to the data center is redundant and reviewed on a standard basis for testing and maintenance.

# MARCO LIST OF AWARDS

## SATISFIED EMPLOYEES. SATISFIED CUSTOMERS.

The passion and dedication of our employees are the reason we are recognized year after year for outstanding performance and for being a great place to work.

Why are our employees so important to us? Because satisfied employees lead to satisfied customers.



- **50 Best Places to Work** Prairie Business Magazine - 2015
- **Best Place to Work** Minneapolis/St. Paul Business Journal - 2015, 2014, 2013, 2011 and 2010
- **Best Small & Medium Workplaces** Great Place To Work, Fortune - 2015 and 2014
- **Best Workplaces for Women** Great Place to Work, Fortune - 2015
- **CRN Fast Growth 150** The Channel Company - 2015
- **Fast 50 - Fastest Growing Private Companies** Minneapolis/St. Paul Business Journal - 2015 and 2014
- **Top Workplace** Star Tribune - 2015, 2014, 2013, 2012, 2011 and 2010
- **Top Workplace** The Des Moines Register - 2015
- **Top 10 Young Professional Workplace** Bismarck/Mandan Chamber of Commerce - 2014
- **Young Professionals Best Place to Work** Fargo/Moorhead Chamber of Commerce - 2014
- **100 Best Companies to Work For** Minnesota Business - 2014 and 2013
- **Minnesota Business Community Impact Award** Best in Class: Midsize Companies - 2013



# MARCO ENVIRONMENTAL SUSTAINABILITY



Implementing ways to save energy and promote energy-efficient technologies is part of Marco's corporate strategy to protect our environment and our bottom line.

Marco has adopted many environmentally smart policies to help lead our employees, customers and communities to a greener future.

## **RECYCLE CARDBOARD, METAL, PAPER, PLASTIC AND CANS**

Marco has been recycling cardboard since 1987. Recycling bins are located throughout our building for easy disposal of paper, plastic and cans. We also recycle computers and the metal from outdated copy machines and reuse parts.

## **RECYCLE TONER CARTRIDGES**

In addition to recycling our own copier/printer toner cartridges at Marco, we provide our customers with information on our vendor recycling programs as well. Customers can send their used toner cartridges directly to our vendors or to Marco for recycling.

## **PARTS RECYCLING PROGRAM**

Trade-in equipment is properly disposed of at no additional charge. Marco has a Copier Used Parts (CUP) process to efficiently harvest, bar code and inventory the parts to be reused. Marco is responsible for copies between calls and very carefully measures the used parts performance.

## **ENERGY EFFICIENT HEATING/AIR CONDITIONING**

Our upgraded heating and air conditioning system with programmable thermostats helps us reduce energy on nights and weekends.

## **ENERGY SAVING LIGHTING**

Marco uses energy-star rated fluorescent lights throughout its building.

## **PARTNERSHIP WITH "GREEN VENDORS"**

Marco is proud to partner with other vendors and manufacturers with green initiatives in place such as Sharp, HP and Mitel.

## **FUEL EFFICIENT VEHICLES**

To reduce gas consumption, we have changed the majority of our 114 delivery and service vehicles from minivans to fuel efficient vehicles and all of our trucks run on diesel fuel.

## **ELECTRONIC DOCUMENT MANAGEMENT**

We scan and digitally store our documents to reduce paper and save on storage space.

## **SERVER VIRTUALIZATION**

Because servers take up space and require a sizable energy expense, Marco consolidated its 15 servers to three servers to save on power consumption and reduce energy costs.

## **HEALTHY OFFICE ENVIRONMENT**

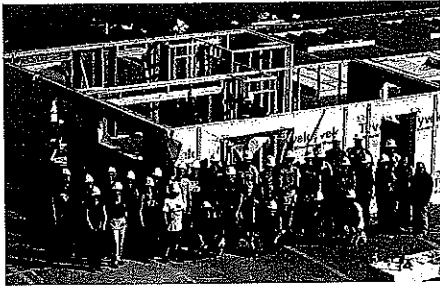
Marco partners with a cleaning service that uses only non-toxic cleaning products.



# MARCO IN THE COMMUNITY

At Marco, we believe it is not enough for a business to do well. It must also do "good."

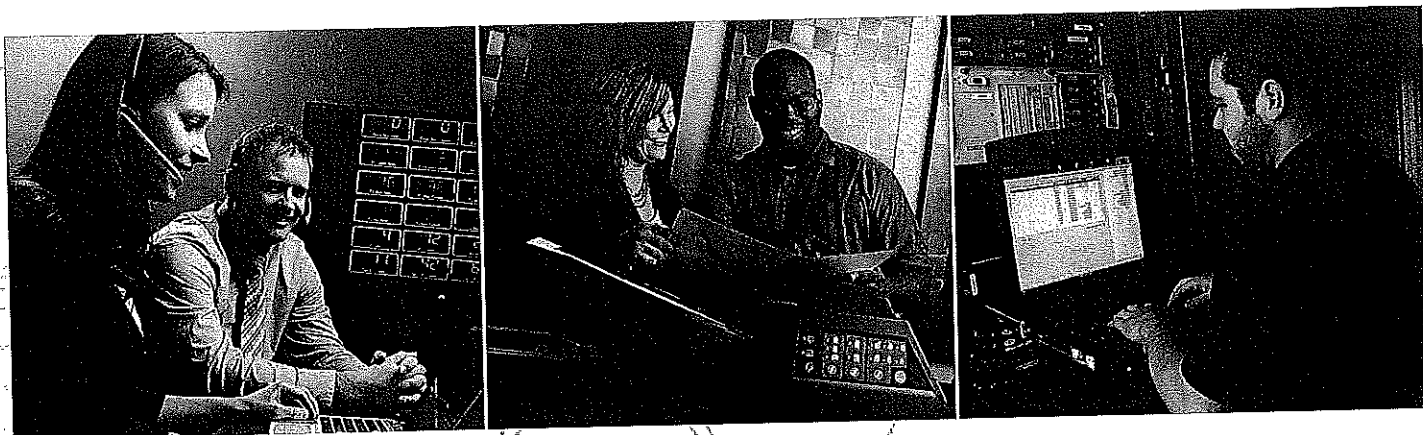
We are committed to giving back to the communities we serve. We contribute financially, sponsor events, participate in fundraisers and encourage employees to volunteer on and off company time.



- Aberdeen Storybook Island Night of Lights
- American Cancer Society
- American Red Cross - Outagamie Chapter
- Anna Marie's Alliance
- Area Food Shelves
- Area Youth Programs
- Big Brothers/Big Sisters
- Boys and Girls Club
- Catholic Charities
- CentraCare Foundation
- CentraCare Hospice Program
- Ducks Unlimited
- Junior Achievement Program
- Kossuth Connections
- Make a Wish
- Opportunity Living - Iowa
- Paynesville Area Health Foundation
- Relay for Life
- Rochester Festival of Trees - Hiawatha Homes Foundation
- Roll With It Program
- St. Cloud State University
- St. Cloud Technical College
- Salvation Army
- Sanford Foundation - Kings of the Wings Sponsorship
- Special Olympics of Sioux Falls
- Tree of Giving
- Toys for Tots
- United Cerebral Palsy
- United Way and Day of Caring
- University of St. Thomas
- YMCA







### Smarter technology

Technology can be overwhelming. We'll help you make sense of it all and, more importantly, use it to your full advantage. Our technology experts are here to help you choose and manage the right technology so you can work smarter, dream bigger and go further.



### Smiling customers

We're obsessed with making sure we're doing everything we can to satisfy our customers. We've been sending out surveys and measuring the results since 1994. Of our customers surveyed, 92% said they would recommend Marco. That's enough to make anyone smile.



### Passionate employees

When you love what you do, it shows. And we have a generous list of awards to prove it. Marco is consistently named a top workplace by highly respected organizations - locally and nationally - for being a fun and friendly place to work, a good corporate citizen and a caring employer.



### Certified experts

We make training a priority because your technology and your business depend on it. That's why we invest time and money into making sure our certified systems engineers and technical representatives are trained at the highest level for their area of expertise.



### Higher standards

There's always room to raise the bar. So we use Lean continuous improvement principles to keep us focused on working smarter. The more efficiently we operate on the inside, the better service we give you on the outside.



### Stronger communities

We believe "doing good" is just as important as doing well. So we are committed to giving back to the communities we serve. We contribute financially, sponsor events, participate in fundraisers and encourage employees to volunteer on and off company time.

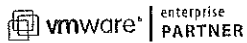


**Canon**

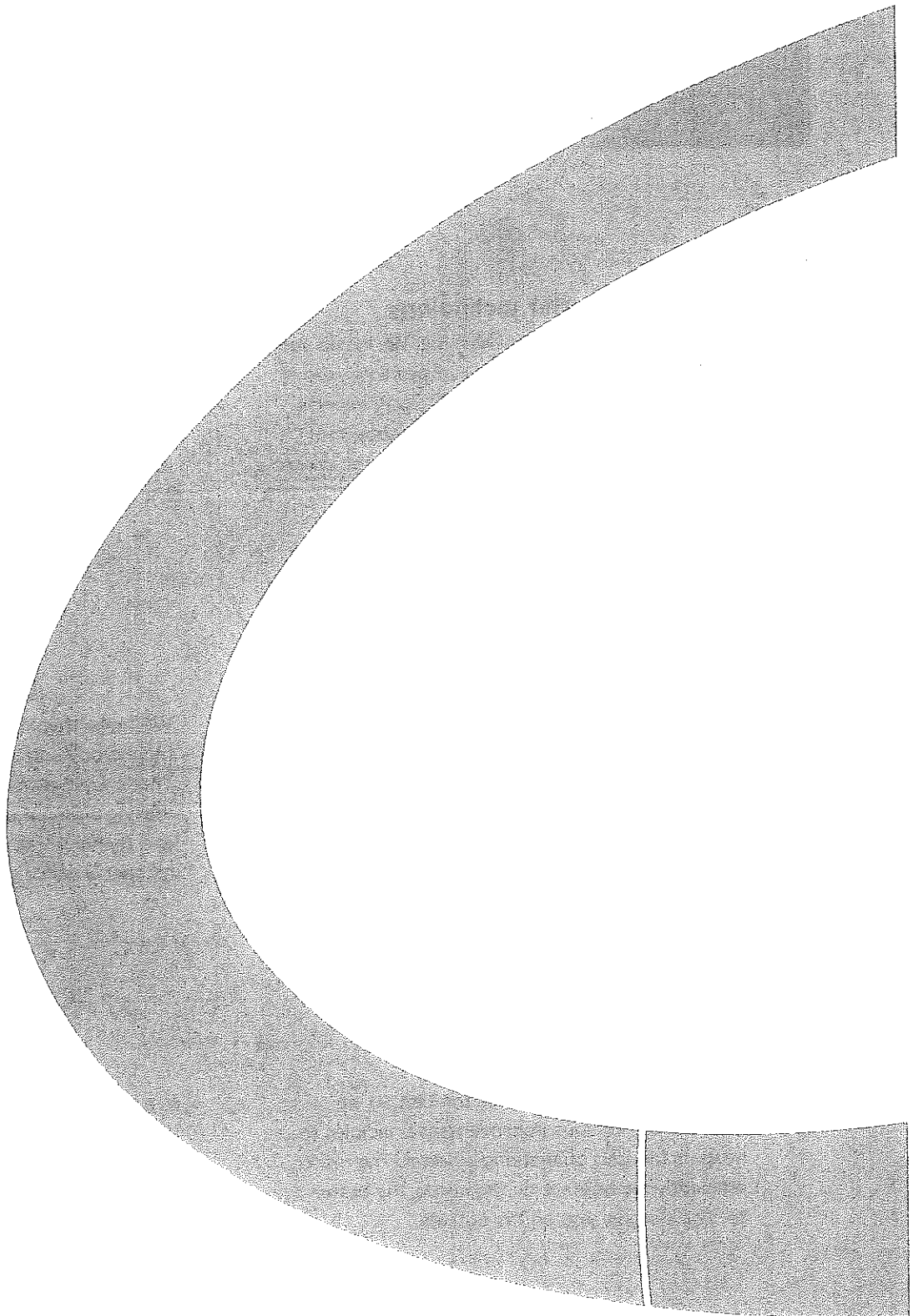
**SHARP.**



**Microsoft** Partner  
Gold Midmarket Solution Provider  
Cloud Accelerate



**XeO** media  
A BARCO COMPANY



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*taking technology further*

#### **Managed Services**

Managed IT  
Managed Print  
Managed Voice

#### **Cloud Services**

Backup/Disaster Recovery  
Hosted Unified Communications (UCaaS)  
Hosted Video Conferencing  
Hosted Voice  
Infrastructure as a Service (IaaS)  
Desktop as a Service (DaaS)

#### **Business IT Services**

Data Center and Virtualization  
Network Security  
Networking  
Storage Area Networks  
Telecom Carrier Consulting Services

#### **Copiers & Printers**

Copiers, Printers and Multifunctional Devices  
Copy Center Outsourcing  
Digital Printing Press  
Software Applications  
Used Equipment  
Wide Format Printers

#### **Document Management**

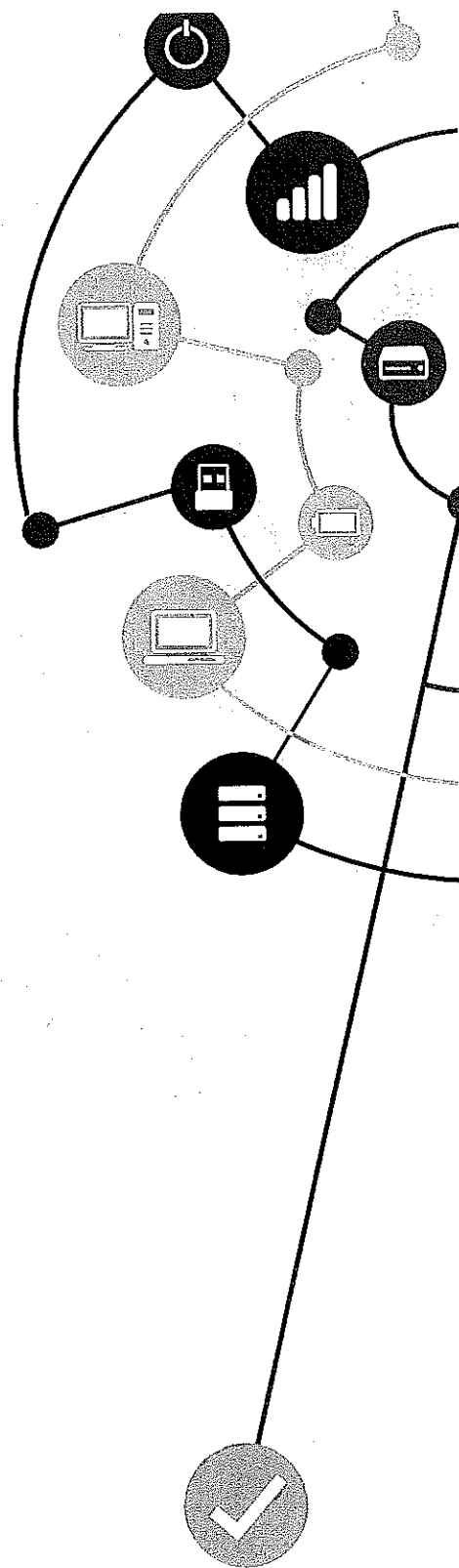
Document Management Software  
Scanning and Storage  
SharePoint® Services  
Workflow

#### **Phone Systems**

Contact Center Systems  
Phone Systems  
Unified Communications

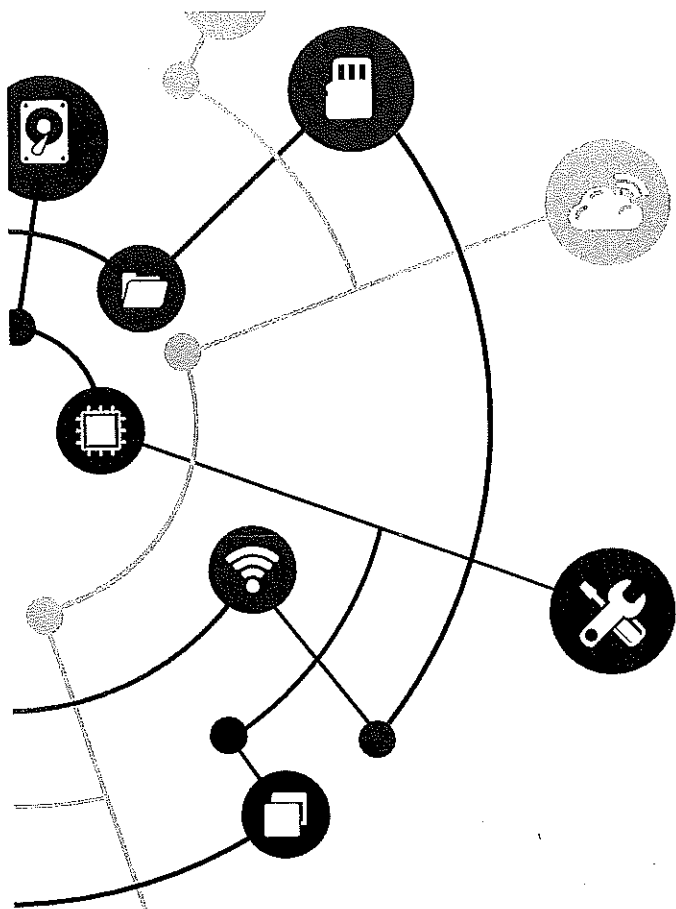
#### **Audio/Video Systems**

Audio and Video Conferencing  
Digital Signage  
Presentation Solutions  
Video Surveillance Systems



## **Our mission**

To help our customers  
effectively apply technology  
that contributes to their  
success.

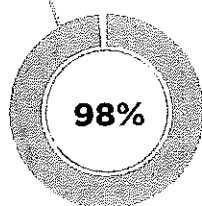


## We make connections

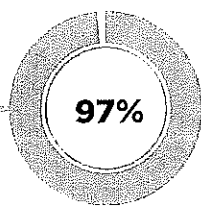
In today's world, everything connects to the network. It's critical to your business, and it's the focus of ours. We've been making it our business to know networks for over three decades. Whether you're sharing information internally or around the world, we'll help you stay better connected.

## We get results

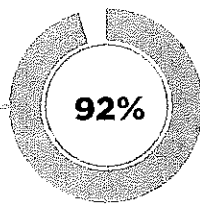
Anyone can talk about offering great service. At Marco we don't just talk, we back it up with action and measured results. Our team of local full-time dispatchers and technical representatives consistently maintain a 98% live-call answer rate and resolve 97% of service issues remotely, so you experience less down time.



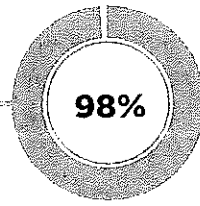
Live-call  
answer rate



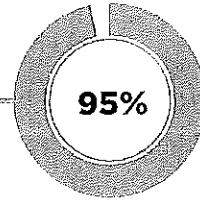
Of service issues  
resolved remotely



Of customers would  
recommend Marco



Of employees have  
pride in our company



Of employees say their  
workplace is great



*"Client satisfaction is the direct result of employee satisfaction — you just can't have one without the other. Employee satisfaction is part of our culture and allows us to have some of the highest customer satisfaction ratings in the industry."*

Jeff Gau, CEO

Learn more about our leadership culture by subscribing to Jeff Gau's Leadership Blog at [aleadershipculture.com](http://aleadershipculture.com).



marco.

***taking technology further***

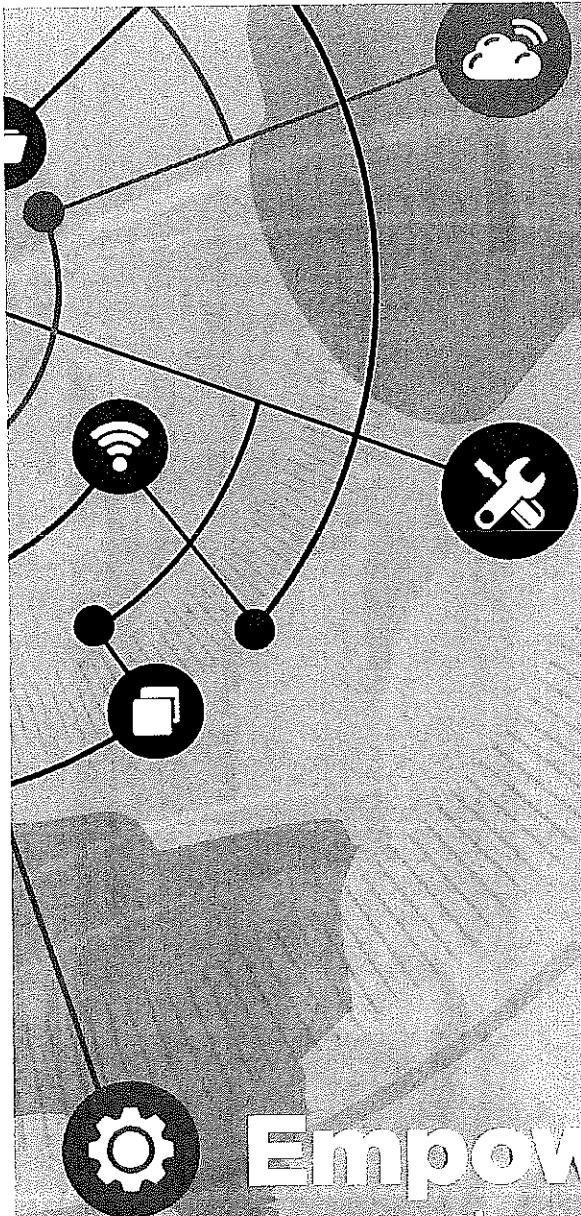
MANAGED SERVICES

CLOUD SERVICES

BUSINESS IT SERVICES

COPIERS & PRINTERS





# Empowering smarter technology

Technology is a different animal. It can be expensive, overwhelming to keep up with and hard to wrap your head around. Yet it's critical to the success of your business. That's why choosing the right technology provider is so important.

Marco puts the power of top-notch technology expertise to work for your business. We'll help you choose the right technology and keep it running smoothly day in and day out. Our performance-driven approach empowers you to make the most of your technology investment.

**That's working smarter.**

# CHANGE THE WAY YOU COMMUNICATE WITH YOUR COMMUNITY

## MITEL IS PROUD TO ANNOUNCE ITS PARTNERSHIP WITH NATIONAL JOINT POWERS ALLIANCE™

Through a competitive bidding process against other telecom vendors, Mitel is pleased to announce it has been awarded the exclusive telecommunications vendor NJPA Contract #042109. This bidding process is based on product quality and pricing, customer service and overall market leadership. Mitel offers a wide range of communications solutions for government and education agencies. Mitel is recognized for its innovative, secure solutions and commitment to open standards – key elements NJPA members want in unified communications solutions. Among the many benefits members receive by having an exclusive telecom vendor through NJPA is the ability to obtain best-in-class products and services without a timely and costly procurement process. Mitel and its nationwide network of more than 600 authorized Business Partners are committed to support and work with NJPA's 29,000+ members to dramatically change the way they communicate.

## WHY MITEL

Mitel delivers flexibility and simplicity in smart unified communications solutions and applications for organizations of all sizes. Combined with a full range of managed services that include voice and data network design and traffic provisioning, custom application development, and attractive financing options, Mitel is your one stop provider for all your Unified Communication Solutions.

MITEL | SIMPLY COMMUNICATING®

---

## MITEL IS A MARKET LEADER IN PROVIDING BUSINESS COMMUNICATION SOLUTIONS FOR ORGANIZATIONS WHO WANT TO:

**Save Money...**with standards-based IP communications platforms and applications

**Stay Connected Anytime, Anywhere...**with flexible work, mobility and collaboration tools that break down the barriers to effective communication

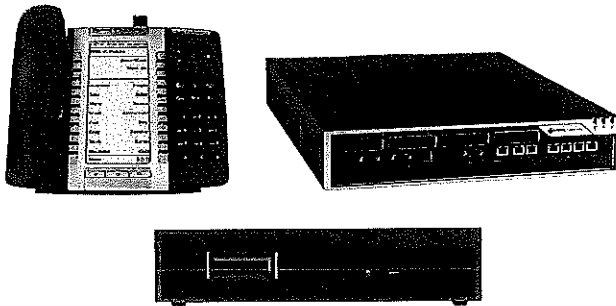
**Excel in Customer Service...**with 24/7 availability, first-call resolution, seamless connectivity, and monitoring and management tools to maximize your resources

**Be Green...**with eco-friendly, IP-powered applications and products made from recyclable materials designed to use less electricity and help reduce energy costs

---







The National Joint Powers Alliance (NJPA) is a national contracting organization governed by publicly elected officials, cooperatively serving all qualifying municipal and educational agencies. Through the combined leverage of all qualifying agencies, NJPA purchasing contracts are competitively bid based on the potential national volume to provide our customers the best value. To learn more, visit [www.njpacoop.org](http://www.njpacoop.org).

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Murray Van Dyke  
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Director of Government Sales  
703-736-3105  
email: [sue\\_anders@mitel.com](mailto:sue_anders@mitel.com)

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Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +61(0) 2 9023 9501

FOR MORE INFORMATION ON OUR WORLDWIDE OFFICE LOCATIONS, VISIT OUR WEBSITE AT [MITEL.COM/OFFICES](http://MITEL.COM/OFFICES)

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[mitel.com](http://mitel.com)



# Get to know us.

## National Joint Powers Alliance®



National Joint Powers Alliance®

The National Joint Powers Alliance® (NJPA) is a public agency, established through Minnesota State Statute in 1978. NJPA serves as a municipal contracting agency for our member agencies throughout the nation with competitively awarded cooperative contract solutions through industry-leading vendors.

NJPA membership is available to government, education and non-profit agencies located in all 50 states at no cost, liability or obligation to the member agency. As a public, government agency itself, NJPA responds to its members' purchasing needs by facilitating and awarding national competitively bid contracts. NJPA cooperative contract solutions result in valuable product and service solutions that range from office supplies to heavy equipment.

**JOIN TODAY**

Learn more: [www.njpacoop.org](http://www.njpacoop.org)

Duff Erholtz • Membership Services • 218-894-5490 • [duff.erholtz@njpacoop.org](mailto:duff.erholtz@njpacoop.org)

### HOW CAN NJPA CONTRACTS BENEFIT MY AGENCY?

National cooperative contracts provide considerable time and resource savings for participating member agencies.

- Streamlines the contracting processes and maximizes efficiencies
- No need to establish and or duplicate bid docs or contract process
- Reduce the impact of staff reductions and budget cuts

### WHAT IS THE VALUE OF MEMBERSHIP WITH NJPA?

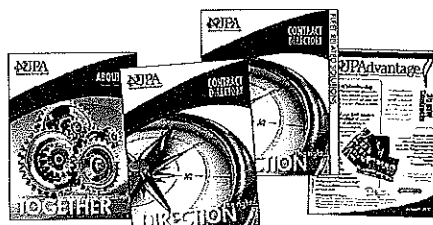
Membership establishes a legal paper trail between the member and NJPA, justifying your contract purchasing decision. A no-cost, no-obligation NJPA membership provides access to competitively bid national cooperative contracts, procured by a national municipal contracting agency. Our contracts leverage national volume pricing and provide our members with the desired vendor choices.

- Ease and time saving benefits of purchasing through national contracts procured, awarded and hosted by a national municipal contracting agency
- Unique advantage to purchase quality products/services deserving of the agency

### DOES NJPA SATISFY MY LOCAL BID REQUIREMENTS?

Every state government/education entity has a purchasing level at which public agencies are required to "go out to bid." NJPA has nationally solicited, evaluated and awarded contracts through a competitive bidding process on behalf of its members. These contracts can be leveraged by municipalities under the authority of NJPA's enabling legislation and your state's procurement laws and/or Joint Powers Authority. These laws allow access to NJPA's contracts and procurement process to satisfy your local/state bidding requirements, avoiding duplication of the process.

Click images to view publication:



- **About Us:** who we are, our process, our legal authority and the value we provide members
- **Contract Directory - General:** our current list of contract solutions
- **Contract Directory - Fleet:** our current list of fleet related solutions
- **NJPA Advantage Newsletter:** quarterly newsletter

**NJPA AWARDED CONTRACTS**





# Mitel MiVoice Office 250

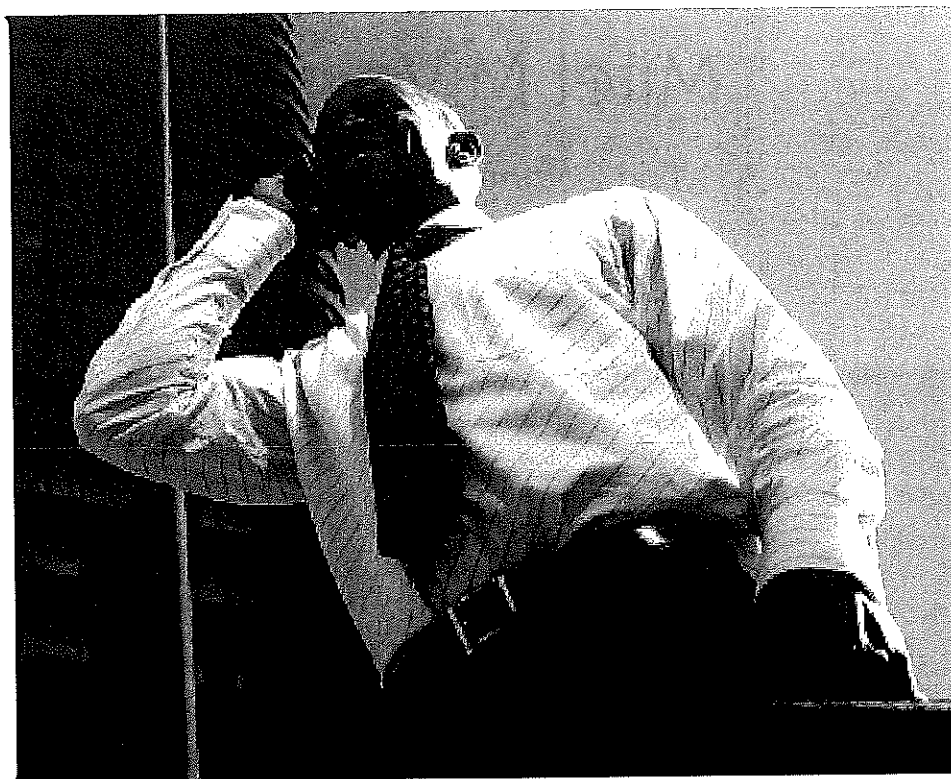
A Hybrid Communications Solution for Today's Business



In today's competitive business environment, the ability to quickly and effectively connect with customers, partners, staff and suppliers is critical to delivering success to your business. While business success is built upon establishing and maintaining relationships, delivering exceptional levels of service, and satisfying customers; it's also built upon operating in a cost-effective manner.

## Key Benefits

- Flexible solution that can easily scale to address an evolving business
- No more out of the office for employees on the go
- Comprehensive suite of embeded productivity applications
- Integration to business applications
- Low cost of ownership



Whether you need a communications solution that supports digital handsets that can re-use existing wiring, or one that provides your business with access to the latest in IP phones and productivity enhancing applications, or even one that provides mobility solutions to support your employees on the go, the Mitel® MiVoice Office 250 is the answer.

### A Complete Communications Solution Built Specifically to Address Business Needs

Mitel doesn't make set-top-boxes, gaming devices, TVs or other consumer electronics. We only make products that help businesses communicate better. It's what we do best.

Mitel communications solutions have been helping businesses for more than 40 years – with the Mitel MiVoice Office 250 being designed specifically with small- and medium-sized businesses in mind. It provides the ability to connect employees from every location, to help increase business productivity and streamline customer interactions; all the while helping to lower your communication costs.

### Flexible Hybrid Solution that Can Easily Address Evolving Business Needs

Businesses need to be able to evolve in response to changes in their surrounding environment, whether it's due to new competition or the introduction of new technologies. As your business evolves so should one of the most important business tools you own – your communications solution.

The MiVoice Office 250 provides exactly that. It is built on a scalable, digital-IP platform that combines the best of IP telephony and traditional digital-based phone system architectures. What this provides is the ability for you to deploy a communications solution that can easily address your current and future needs. It allows you to easily take advantage of re-using your existing wiring, greatly reducing the costs of deploying a new communications solution, while still allowing you to benefit from powerful IP-based functionality, such as SIP Trunking, remotely located phones, mobile twinning, etc.

Through its unique combination of rich communications software, hybrid architecture and in-the-skin (& external) modules the MiVoice Office 250 can easily grow with your business – up to 250 users on a single communications solution.

In addition to being the ideal communications platform of choice for single site businesses, the MiVoice Office 250 also provides out-of-the-box IP networking that provides the ability for up to 99 sites to be connected together with full feature transparency, meaning that it can easily evolve and grow as your business does.

## No More Out of the Office for Employees While Away from their Desk

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day. To counter this, most client-facing employees often have a mobile phone so that they can remain reachable wherever they go.

MiVoice Office 250 assists businesses with being more flexible and responsive to client needs; ensuring client facing employees don't miss important customer calls, by allowing external mobile devices to become more integrated with the business.

Through a complete suite of out-of-the-box productivity applications, your employees are able to easily "twin" their desk phone with up to eight other communications devices, providing enhanced personal accessibility, client availability and an in-office telephony experience, while away from their desk.

With MiVoice Office 250, calls can ring all twinned devices at the same time or cascade from one device to the next. This allows employees to provide clients with a single business number that they can be reached at – no matter where their day takes them.

Furthermore, calls answered on their desk phone can be easily handed-off to their twinned mobile device, when they need to be mobile; yet remain on the call (and vice versa when they return to their desk). Plus, if the employee is unable to answer the call, it goes straight to their office voice mail in-box, removing the need for voice mail services on the other devices.

## Comprehensive Suite of Business Productivity Applications

Employees are the 'heartbeat' of the business and ensuring that employees remain productive, no matter what their day throws at them, is vital to a business. However, being productive just doesn't mean working harder or longer, but also means being able to be more efficient throughout the day and remaining connected with the office. This might mean being able to answer important questions or making time sensitive decisions, even while they are away from their desk.

MiVoice Office 250 can provide your business with a complete communications solution that can address all your communications, audio conferencing, client interaction, mobility and messaging needs.

Embedded within it is a complete suite of productivity enhancing applications that will provide your business with the ability to:

- *Have employees be more responsive to clients, by remaining connected with the office even while they are away from their desk*
- *Streamline the process of clients being routed to the person / department they need to interact with*
- *Easily extend business communications into an employee's home office through a standard residential Internet connection*
- *Eliminate costly fees associated with utilizing third-party conferencing companies, by moving Meet-Me and Ad-Hoc conferencing services in-house*
- *Have voice mail message forwarded to email allowing employees that are away from their desk to be alerted to the arrival of new messages*

Furthermore, the Mitel MiVoice Office 250 supports a range of external, next-generation unified communications and collaboration solutions that can easily be added to the solution to further enhance employee productivity, and customer service. These include solutions that provide the ability to:

- *Deploy unified communication (UC) clients onto mobile devices, including Android and iOS-based devices*
- *Enhance operational efficiency through real-time and historical views of what is happening on your Mitel communications system*

- Monitor employee performance and identify opportunities for improvement and opportunities for cost savings
- Enable clients to interact with your business in a manner that best suits their style or time-frame
- Monitor and respond accordingly to current call center queue conditions
- Conduct web collaboration sessions, with internal and external participants, with only a few clicks of a mouse

## Integration to Third-Party Business Applications

Unless a business is brand new, chances are it already has applications in place that are critical to the success of the business.

To further enhance the business the MiVoice Office 250 can be integrated with many business applications. This includes integrating to Interactive Voice Response (IVR) solutions that provide your business with 24-hour service to clients even when the office is closed, call recording solutions to address compliancy or industry regulations, and even Customer Relationship Management (CRM) solutions that are used to store your vital client information.

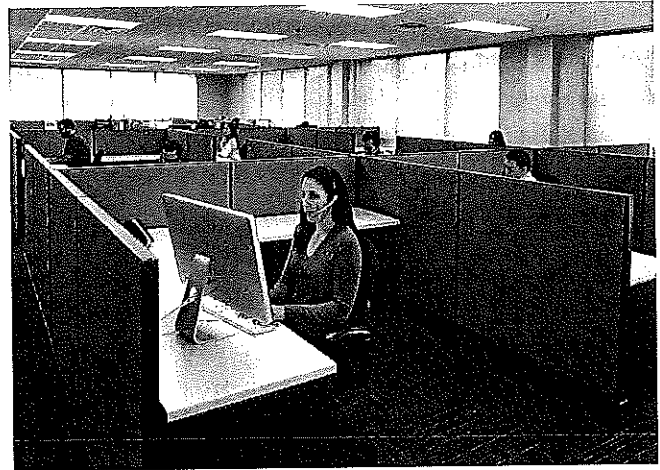
For example, if your business utilizes a Customer Relationship Management database, the ability to automate interactions between customers and your business, via screen pops, can easily be achieved through integration with most common CRM solutions.

## Low Total Cost of Ownership

Sometimes in order to be successful, or make the jump to the next level, businesses need to invest in new technologies. Technologies that can help them overcome business challenges, operate in an efficient manner, and provide the necessary flexibility to respond to the ever changing business environment.

However, investment in new technologies does not need to come with a high price.

When it comes acquiring a new communications solution for your business, purchase price alone should not be the sole determining factor, but rather the solution's total cost of ownership, which takes into account all



costs associated with a solution, including the positive effects it will have on the business over a period of time.

The MiVoice Office 250 was designed specifically with businesses like yours in mind – those looking to improve customer service by enabling employees with the ability to quickly locate subject matter experts streamlining client interactions, boost employee productivity by enabling workers to be connected with the business from anywhere and on any device, and foster better communications and collaboration between colleagues, partners and clients through easy access to video & web collaboration applications.

With Mitel MiVoice Office 250 decision making can be made more streamlined, customers served more proficiently and employees made more productive; all with a communications solution that offers one of the lowest total costs of ownership.

## About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications.

For more information, please go to [www.mitel.com](http://www.mitel.com).

## TECHNICAL SERVICE YOU CAN COUNT ON

At Marco, our entire business is dedicated to putting the customer first. Our service dispatch and client care support desk are staffed by experienced technical support specialists who can answer your questions and provide you with support remotely or on-site as needed. Marco has over 500 certified systems engineers and technical representatives to ensure you receive the service and support you need to operate efficiently and cost effectively.



**800.847.3098**

PLACE A SERVICE REQUEST  
BY CALLING THE NUMBER ABOVE

COPIERS  
& PRINTERS

**PRESS**

**1**

.....OR.....

IT  
SOLUTIONS

**PRESS**

**2**



### CLIENT SERVICES

- LIVE ANSWER QUEUE
- GATHER SUPPORT INFORMATION
- PRIORITY DETERMINED
- SERVICE TICKET CREATED

CRITICAL  
PRIORITY  
**1**

MEDIUM  
PRIORITY  
**2**

LOW  
PRIORITY  
**3**



### SUPPORT DESK REMOTE SUPPORT

CALL QUEUED AS A POP-UP SCREEN WITH CUSTOMER AND  
TICKET INFORMATION. REMOTE SOLUTION IF POSSIBLE.



### SERVICE TECHNICIAN

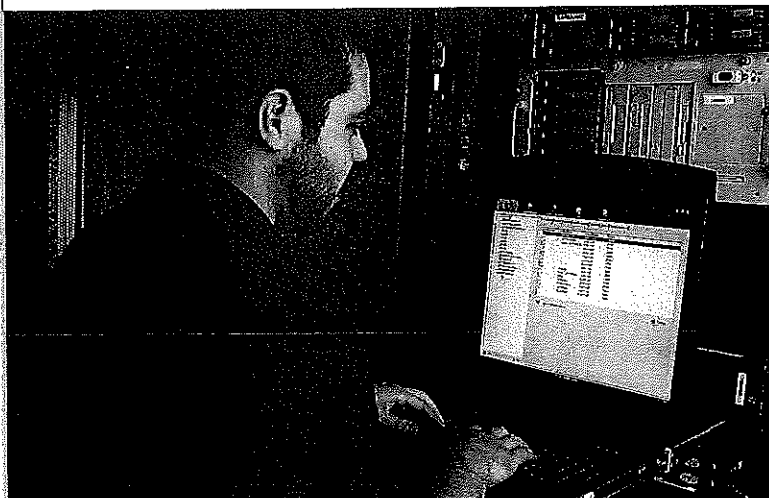
TECHNICIAN SCHEDULED ON-SITE FOR SERVICE. REMOTE  
RESOLUTION IF POSSIBLE.



### SERVICE REQUEST COMPLETION AND FOLLOW-UP

CLIENT IS NOTIFIED OF RESOLUTION.





## SERVICE REQUEST ESCALATION PROCESS

Occasionally circumstances arise where our normal service procedures may not provide you the response you may require. In these rare circumstances, we ask that you contact Marco's service managers:

- **Wanda Schroeder, Director of Client Services**  
800.892.8548 x1086 | wandas@marconet.com
- **Rick Stulac, Director of Project Services**  
800.892.8548 x6152 | ricks@marconet.com
- **Dale Evens, Director of Print Services**  
800.892.8548 x3425 | dalee@marconet.com

### PRIORITY RESPONSE TIMES

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MANUFACTURER Based on technician diagnosis	RESOLUTION & FOLLOW-UP
CRITICAL <b>PRIORITY 1</b>	15 MINUTES	2 BUSINESS HOURS Variable by contract	4 BUSINESS HOURS	AS REQUIRED FOR RESOLUTION	DAILY
MEDIUM <b>PRIORITY 2</b>	30 MINUTES	4 BUSINESS HOURS	UPON REQUEST	AS REQUIRED FOR RESOLUTION	WEEKLY
LOW <b>PRIORITY 3</b>	1 HOUR	8 BUSINESS HOURS	UPON REQUEST	AS REQUIRED FOR RESOLUTION	UPON RESOLUTION

*\*Response times above are for contracted service requests only. 24-hour on-call service is available and defined in terms of Marco contract.*

## Dedicated Support Team

### Marco

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[CustomerName]

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## Implementation Project Plan Outline Sample

Task	Scheduled Date	Complete	Date Complete	Responsibility	Description
<b>Contract and Equipment Ordering</b>					
Signed Contract (RFP Awarded)				Marco	Verbal or written communication that the implementation will go to Marco.
Statement of Work Approved and Signed				Marco	Officially Signed Document arrives at Marco
Statement of Work Verified and Ordered				Marco	Will order product to complete first phase of project. Subsequent equipment will be ordered prior to the start of each phase.
Expected Equipment Arrival(s)				Marco	ETA for core equipment
Equipment Shipped either to Customer Location or Marco				Marco	Will arrange for arrival and storage location with customer.
<b>Pre-Installation Checklist</b>					
In-house Implementation Meeting				Marco	[CustomerName] Hand-Off from Sales to Service. Project Specifics and Customer Expectations are discussed. A project team is assigned.
Customer Kick-Off Meeting (with scheduled ETA for Equip)				Marco/[CustomerName]	Initial Project Kick-Off at Customer Location. Please refer to Sample Kick-Off Agenda for a sample meeting platform.
Primary Project Contacts Established				Marco/[CustomerName]	
Master Design Meeting				Marco/[CustomerName]	
Customer/Telco Meeting for new and existing Service				Telco/[CustomerName]/Mar	This is if necessary. If completely reusing same service may not be necessary
Final Telco Making and Telco Decision Making Meeting (pending response from Telco on new numbers and pricing)				Telco/[CustomerName]/Marco	
Projected Date of Project Completion Established					This will be decided in the Customer Project Kick-Off Meeting. We target the end date and work back from there.
*Master Project Plan Completed				Marco/[CustomerName]	An overall plan of implementation of the Cut-over of new systems, telco, and data network.
Overall Project Complete					Completion of Project with System Acceptance
Data Network Completed to Support VOIP Target Date				Marco/[CustomerName]	The Exact Date of Change over from the Current System to the Mitel System.
Core Voice Servers in Place Target Date				Marco/[CustomerName]	Platforms and Servers installed for Voice, Data, and Special Applications
System Cut-Over				Marco/[CustomerName]	The Exact Date of Change over from the Current System to the Mitel System the entire system or for a selected portion of the implementation
<b>Review of Closets/Physical Space (Electrical/Racks/etc..)</b>					
*Equipment Racks (Provided and Installed)				Marco/[CustomerName]	[Per Specs provided by Marco] See attached footprint for Data Closets and Equipment areas
*Electrical Requirements Met/Completed				Marco/[CustomerName]	[Per Specs provided by Marco] Electrical Requirements documentation
*Fiber and/or Copper Provided to Control Equipment				Marco/[CustomerName]	Any Fiber or Copper needed for Control Equipment and Connectivity to any secondary closets (where specified by equipment location).
*Data Connection Provided/Scheme Produced and Approved				Marco/[CustomerName]	IP addresses for equipment and Access to LAN where specified
*MDF Documentation				[CustomerName]/Telco	T1/PRI Connectivity To Telco and Closets
*MDF Station Locations Identified				Marco	Cable Plan or Jack Locations provided by the customer or a building walkthrough. Or a combination of both. This is for cross-connecting analog devices or patching data.
<b>Review of Data Network</b>					

[CustomerName]

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## Implementation Project Plan Outline Sample

Task	Scheduled Date	Complete	Date Complete	Responsibility	Description
Wireless Survey Completed if included in project				Marco	Check for Coverage and QOS Readiness
Network Review (Current Network Physical Struction)				Marco	Check for Coverage and QOS Readiness
*Review IP Readiness (Network Assessment)				Marco	All Switches, DHCP Servers, Routers and any other peripheral equipment is IP Ready
*Finalize Configuration - Network Design				Marco	Includes all telco, fiber, point-to-point connections in the voice network. (Detailed in Network Drawing Provided by Marco.)
*VLAN Planning for QOS				Marco	Switched programmed by IT Department to support voice traffic on the data network
*VPN Access Configured (Required for Support)				Marco	Switched programmed by IT Department to support voice traffic on the data network
*Final Powered Switch Configuration - New where necessary or dongels. Make sure the port configuration accomodates the quantity of devices needed.				[CustomerName]/Marco	The decision to install powered switches or use local power.
<b>Site Review SRF</b>					
*Building Blueprints (with Jack locations if possible) provided by the Customer for each location				[CustomerName]	These are needed for the walkthrough, Design, and Installation Processes (Very Important!!!)
*SRF information Gathered - Walkthrough areas that are questionable				[CustomerName]	This will be a combination of a walkthrough and design information gathered
*Building, Floor, Room, Jack Location, Name, Dept, Old Ext.				Marco/[CustomerName]	This will be provided by the walkthrough and current system information.
<b>Equipment Inventory</b>					
*Server Requirements Specified				Marco	Servers should meet or exceed specs given by Marco.
*Server Ordered for the E[CustomerName]prise Manager				Marco	Servers should meet or exceed specs given by Marco.
*Server Ordered for the Voicemail System				Marco	Servers should meet or exceed specs given by Marco.
*Data Equipment Received and Verified to Site				Marco	Equipment should be looked over by the Lead Tech and the customer.
*Voice Control Equipment Received and Verified to Site				Marco	Equipment should be looked over by the Lead Tech and the customer.
*UPS Equipment Received and Verified to Site				Marco	Equipment should be looked over by the Lead Tech and the customer.
*Phones Received and Verified to Site				Marco	Equipment should be looked over by the Lead Tech and the customer.
*Customer Sign-Off on Equipment Arrival (As Equipment Arrives)				Marco	Equipment should be looked over by the Lead Tech and the customer.
*Determine System Manager				Marco/[CustomerName]	
<b>Network Equipment Installation</b>					
Installation of Network Hardware - Detailed Description				Marco	Start Date
Installation of Network Hardware - Detailed Description				Marco	Start Date
Installation of Network Hardware - Detailed Description				Marco	Start Date
VLAN Priority (QOS) Configuration and Testing				Marco	Programming and Verification of QOS.
E[CustomerName]prise Manager (Ops Manager)				Marco	
Voicemail Controller				Marco	
Special Application Server				Marco	
Special Application Server				Marco	
Mitel 3300 Control(s) (one or more)				Marco	
MDF or Patch Panels for Voice and Data Servers				Marco	
Test Phones Installed and Connection Verified LAN/WAN				Marco	
<b>Telco</b>					
Dial Plan Determined				[CustomerName]	

[CustomerName]

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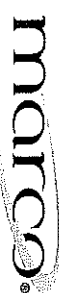
## Implementation Project Plan Outline Sample

Task	Scheduled Date	Complete	Date Complete	Responsibility	Description
DID Changes and Number Request Submitted				[CustomerName]	
E911 Database Third Party Vendor Agreement				[CustomerName]	
E911 Database Completed and Released to Third Party Vendor				[CustomerName]	
Fiber/Point-to-Point Connections Tested/Installed				Marco/[CustomerName]	
PRIs Ordered				[CustomerName]	
Dedicated 911/Powerfall Analog lines will be identified or ordered. (1 minimum per each site)					
PRI Installed to New System or Current Service Moved at Cut-Over				Telco	
DIDs Released if new Numbers ordered				Telco	
[CustomerName]recepts Ordered (where applicable)				[CustomerName]	Only where necessary and numbers are changing
Disconnects Ordered (where applicable)				[CustomerName]	Disconnect 1 week after Cut
<b>Database Design Process</b>					
Master Design Meeting (Primary Contacts and Decision Makers) IT				Marco/[CustomerName]	
Department				Marco	
Design Presentation to Dept Representatives				[CustomerName]	
Dept. Contacts Established				Marco/[CustomerName]	
Design Meetings Completed				Marco	
SRE Completed				[CustomerName]	
SRE Approved				Marco	
Database Freeze					
Telephone Directory				[CustomerName]	
Phone System Programmed				Marco/Marco	
RAD Scripted and Recorded				Marco	
ACD Applications Programmed				Marco	
ACD Applications/Reporting Programmed				Marco	
Voicemail System Programmed				Marco	
Call Accounting Programmed					
Database and Numbers given to Telco for				[CustomerName]	
[CustomerName]recepts/Disconnects					
Labels Completed				Marco	
<b>Training</b>					
Platform Established - During Master Design Meeting				Marco/[CustomerName]	
End-User Training Scheduled - Phones				Marco/[CustomerName]	
End-User Training Scheduled - UM/Vocemail				Marco/[CustomerName]	
End-User Training Scheduled - Special Applications				Marco/[CustomerName]	
Training Material Created				Marco/[CustomerName]	
Training Completed				Marco/[CustomerName]	
Contact Cei[CustomerName]. Reporting Place				Marco/[CustomerName]	Need 1 week worth of live data for training.

[CustomerName]

## Implementation Project Plan Outline Sample

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Task	Scheduled Date	Complete	Date Complete	Responsibility	Description
<b>Installation</b>					
System/Control and Peripheral Equipment Tested and Working				Install Team	
Phones and Labels Placed				Install Team	
Phones Plugged in and Tested				Install Team	
Analog Devices will be cross-connected via MDF (TDM)				Install Team	
Mainline and Mainline Voicemail Tested				Install Team	
ACD Applications Tested				Install Team	
[(CustomerName)recepts Verified (where applicable)]				Install Team	
Dialing Out of System Tested				Install Team	
Dialing 911/9911 and Verify Site Address				Install Team	
911/9911 Alert Hunt Group Tested				Install Team	
Power fail Connections Tested				Install Team	
Overhead Paging Connected and Tested				Install Team	
Message Waiting Lights Tested				Install Team	
Voicemail Applications Tested				Install Team	
System Changes Backed Up/Automatic Backups Scheduled, Automatic				Install Team	
System Synchs Scheduled					
Synchronization with NTP Server				Install Team	
Help Desk Established				Install Team	
1st Day of Service Completed				Install Team	
On-Going Support Established				Install Team	
<b>Post Installation</b>					
Schedule Completion of Open Issues (Punch List)					
Hand-off and Acceptance Meeting					
On-Site Documentation Placed at Location					